

IndusInd Bank

Redressal of Customer Grievances related to the restructuring of the Personal Loan/Credit Card

For Personal Loan Customers

You may register your complaint related to the restructure of your Personal Loan through the following channels:

Call the Contact Centre on the following numbers - 1860 267 7777 / 022 4220 7777 (Outside India)

Email to – loan.restructuring@indusind.com

If the Contact Centre is unable to resolve the issue within 7 working days, please write to the Regional Heads through **Head - Customer Care** as under:

Mr. Dickson Baptista

Head - Customer Care

701/801 Solitaire Corporate Park 167, Chakala Andheri (East), Mumbai-400 093

Call Us on **1860 267 7777**

[Click Here](#) to email Head-Customer Care

If you are not satisfied with the response received from the Escalation - Head -Customer care, you may escalate your concern to the **Principal Nodal Officer** in the following ways. Write to (Do not forget to quote your interaction reference number and first point of contact with the bank.)

Mr. Vikas Nigam

Senior Vice President & Principal Nodal Officer

IndusInd Bank Ltd.

2nd Floor, Building No. 7

Solitaire Corporate Park,

Guru Hargovindji Marg,

Chakala, Andheri (East), Mumbai - 400 093

Call Us on **(022) 6641 2267**

[Click Here](#) to email Nodal Office

For details on our detailed Grievance Redressal Policy, please visit

<https://www.indusind.com/in/en/personal/grievance-redressal.html>

For Credit Card Customers

You may register your complaint related to the restructure of your Personal Loan through the following channels:

Call the Contact Centre on the following numbers - 1860 267 7777 / 022 4220 7777 (Outside India)

Email to – creditcard.restructuring@indusind.com

If the Contact Centre is unable to resolve the issue within 7 working days, please write to the Regional Heads through **Head - Customer Care** as under:

IndusInd Bank

Mr. Pratap Pillai

Head - Cards Services

701/801 Solitaire Corporate Park 167, Chakala Andheri (East), Mumbai-400 093

Call Us on **1860 267 7777**

[Click Here](#) to email Head-Card Services

If you are not satisfied with the response received from the Escalation - Head -Customer care , you may escalate your concern to the **Principal Nodal Officer** in the following ways. Write to (Do not forget to quote your interaction reference number and first point of contact with the bank.)

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