

COMPREHENSIVE NOTICE BOARD

Updated Up to:

A. Customer Service Information

- i. Please note that this branch of the Bank is a “specialized Branch” (and not a general Banking Branch), which deals in Consumer Finance loan products only and we do not do any Banking related activity here. For the Bank related activities such as Deposits, Cheque collection, Exchange of soiled notes, Exchange of Coins, Forex Transactions, opening of Savings Account, Current Account etc you may please contact our nearest branch at _____.
- ii. If a banknote tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note.
- iii. Bank's Base Rate: **11 %** (w.e.f. **August 20,2013**)
Bank's BPLR Rate: **21 %** (w.e.f. **August 20,2013**)

B. Grievance Redressal

- i. Complaint Register is available in the reception counter. Complaint / Suggestion Box is available in the Branch Manager's Cabin
- ii. In case your complaint is unaddressed, please contact Branch Manager

Name of Branch Incharge: _____

Designation of Branch Incharge: _____
- iii. In case your grievance is not resolved by Branch, you may contact our **State Head**, the details are as under:
Name:
Address:

Mobile: _____ Landline: _____
Email address: _____
- iv. If your complaint is unresolved at the State level, you may approach our **Nodal Officer** at Mumbai Office

Name of Nodal Officer: **Ms. Dilnaz Sidhwa**
Designation of Nodal Officer: **Executive Vice President & Principal Nodal Officer**
Address: IndusInd Bank Ltd, OPUS Center, 47, Central Road, Opp. Tunga Paradise Hotel MIDC, Andheri (East), Mumbai 400093
Tel. No. (022) 6155 3705
Email ID: nodal.officer@indusind.com
- v. If you are not satisfied with our grievance redressal, you may approach the **Banking Ombudsman** at:

Name: **Smt. Raksha Mishra**
Address: C/o Reserve Bank of India 4th Floor, RBI Byculla Office Building, Opp. Mumbai, Central Railway Station, Byculla, Mumbai-400 008
Tel.No. 022- 23022028
Email address: bomumbai@rbi.org.in

C. Information Available in Booklet Form (Please approach Branch Manager)

- i. Banking Ombudsman Scheme 2021
- ii. Citizen Charter
- iii. Code of Bank's Commitment to Customers
- iv. Code of Bank's Commitment to Micro and Small Enterprises
- v. Compensation Policy
- vi. Schedule of charges.
- vii. Design and security features of all the banknotes.
- viii. Fair Practice Code
- ix. Policy for Grievance Redressal
- x. Policy on Collection of Dues and Repossession of Security
- xi. Policy On Financing and Rehabilitation to Micro ,Small and Medium Enterprises(MSME)
- xii. Information related to Caution about frauds
- xiii. Caution notice about Internet Banking Account details
- xiv. Phishing e-mails-customer awareness
- xv. RBI press release for increasing awareness for registering complaints with Cyber Crime Cell/Economic Offences Wing of Jan 10,12
- xvi. RBI press release for warning public again on phishing mails/call of August 01 ,2014