

GRIEVANCE REDRESSAL PROCEDURE

In case you have a grievance, the bank assures you a fair & timely redressal of the same. Given below are the various levels you may reach out to for redressing your grievance. Given below is the Grievance redressal process given below:-

LEVEL 1: REGISTER A GRIEVANCE WITH THE BANK

You can register your Grievance by contacting any of the channels given below:

- Visit the branch and register your grievance
- Call the toll free no. @ 1800 103 1222
- Write to customerservice@equitasbank.com
- Register a grievance at our website : www.equitasbank.com
- Write to us : Equitas Small Finance Bank Limited, 4th Floor #769, Spencers Plaza Mall, Anna Salai, Chennai - 600002

LEVEL 2 : ESCALATION TO OUR NODAL OFFICER

If you have not received a satisfactory response at Level 1 within 7 working days, you may send an e-mail our Nodal Officer @ nodalofficer@equitasbank.com, mentioning the grievance reference # (received on registering the grievance in Level 1)

Name of the Nodal Officer	Address	Phone Number	Timings
Ms. Smitha Kumar	Equitas Small Finance Bank 4th Floor #769, Spencers Plaza Mall, Anna Salai, Chennai – 600002	044-40048570	9:30 am to 5.30 pm Monday to Saturday (except 2 nd and 4 th Saturdays and banking holidays)

LEVEL 3 : ESCALATION TO THE PRINCIPAL NODAL OFFICER

If you have not received a satisfactory response at Level 2 within 7 working days, please send an e mail to our Principal Nodal Officer @ pno@equitasbank.com, mentioning the grievance reference # (received on registering the grievance in Level 1) along with the level 2 escalation details.

Name of the Principal Nodal Officer	Address	Phone Number	Timings
Mr. Dheeraj Mohan	Equitas Small Finance Bank 4th Floor #769, Spencers Plaza Mall, Anna Salai, Chennai – 600002	044-40048560	9:30 am to 5.30 pm Monday to Saturday (except 2 nd and 4 th Saturdays and banking holidays)

LEVEL 4: ESCALATE TO RBI OMBUDSMAN

If your complaint remains unresolved/ response not satisfied at bank level within a month of lodging the complaint with bank, then you can write to Banking Ombudsman.

Online Complaint	Letter to BO	Information for logging a complaint : RBI Toll Free
https://cms.rbi.org.in	Reserve Bank of India, 4 th Floor, Sector 17, Chandigarh - 160017	14448 Time :- 9:30 am to 5:15 pm

THANK YOU