

Customer Grievance Redressal Policy

(approved at the board held on 27-02-2018)

1. Objective :-

The objective of the policy is to:

- 1.1 Ensure all customers are provided courteous, timely and fair resolution to problems
- 1.2 Customers are given full support on the complaints raised and are made aware about the complete scenario so that the customer is satisfied and retained
- 1.3 Ensure that all the Bank employees work in good faith and without prejudice towards the interest of the customers
- 1.4 Ensure adherence to all relevant Regulatory & Statutory requirements.
- 1.5 Continually improve its processes & systems by taking inputs from customers, employees and other interested parties

2. Applicability:-

The Policy will be applicable to complaint made by customers either in person, over the telephone or in writing

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|----------------|---|
| In person | Visit the Branch and speak to any official or can drop in the complaint in the complaint box or can handover to the any bank officials. |
| In writing | Can send the email on admin@primebankindia.com |
| Bank's website | Customer can log in the complaint by writing in the "complaints/suggestion" link available in the homepage of the Bank's website www.primebankindia.com |

3. Three level Grievance Redressal Mechanism

If the resolution is not provided by the branch within the prescribed timeframe (as per annexure 1A) or resolution provided does not meet customer's expectation/requirement then customer can approach our Area Heads/Department Heads.

If the resolution provided at above Level does not meet customer's expectation or not provided within 7 days then he can write to our Principal Nodal Officer at Head Office as per following details:

Name: - Mr. Anil Patel

Phone :- 0261 2804777

E-mail Id: - anilpatel@primebankindia.com

4. Time Frame and Nature of Feedback:

We shall respond within 3 working days to the customer's complaint. A range of turnaround time for different types of Complaints and Queries is defined as per Annexure 1 A.

Nature of Complaint and Query can fall in any of the following categories –

- Transaction Related Complaints: Dealing with all customer transaction related matters including delay in collection of instruments/ remittance, NPCI settlement, transaction failures, etc.
- Account Related Complaints: Deals with general account complaints such as dispute on charges/interest, disposal of deceased cases, transfer of account, etc.
- Banking Channel Complaints: ATM, PoS, ECom, net banking, mobile banking, etc.
- Staff behavior
- Other: Includes credit related decisions, fraud in the Account etc.

| Annexure I | | |
|---|------------------------------------|---|
| Query / Complaint | Turn Around Time (Working Days) | Remarks |
| A/C Management | 3-7 | Queries / Complaints in case of any data capturing errors in account maintenance or delay in the same |
| Account opening/ Closure | 3-8 | Queries / Complaints on any data capture differences during account opening or status of account opening |
| Clearing/CMS Related | 3-7 | Queries / Complaints on clearing status of cheques/ECS/NEFT/RTGS transactions |
| Net Banking | 3-10 | Queries / Complaints pertaining to technical issues faced for net banking. Queries for reversal of unsuccessful online payment transactions |
| Rupay card related | 5-17 | Complaints of cases where cash not dispensed from ATM. Cases of charge back where transactions claimed as successful. |
| Deliverables | 3-8 | Queries/Complaints pertaining to dispatch status of various deliverables - welcome kit, chq book etc. |
| FD Related | 3-7 | Queries / Complaints pertaining To FD interest calculations / TDS related |
| Mobile Banking | 3-10 | Queries / Complaints pertaining to technical issues faced for net banking. Queries for reversal of unsuccessful online payment transactions |
| Transaction Related | 7 | IMPS transactions |
| | 32 | Unsuccessful Domestic POS transactions |
| | 75 | Claimed transactions |
| | 90 | Chargeback Related Cases (As per Rupay Guidelines) |
| | | |
| Staff /Customer | 5-7 | Queries or complaints pertaining branch staff |
| Third Party Product related Operations | 10-15 | Queries or complaints pertaining to insurance products, Operations |
| Retail Assets related | 3-7 | Queries / Complaints pertaining to any loan servicing |

Certain queries where there are dependencies on external parties for a resolution warrant a higher TAT towards resolution. An indicative example is queries or complaints of the following types:

Retrieval of CCTV footage from Acquirer Banks

Disputed POS transaction – Reversal request raised to acquirer through network

Disputed Online payments – Reversal requests raised through third party aggregators

Any kind of complaint for which the Bank needs to follow up with other Banks and Financial institutions

If any case needs additional time, the Bank will inform the customer the reasons of delay in resolution and provide expected time lines for resolution of the issue.