KNOW HOW TO LODGE YOUR COMPLAINTS

Statement showing charges without notice

Failed ATM Transactions



Credit Card related issues



WORRIED?

STEPS TO RESOLVE

Bank





NO SOLUTION WITHIN ONE MONTH



- a. Lodge complaint at the bank branch register or fill up online on bank's website
- b. Approach official responsible for complaints resolution

- a. Use the complaint form given in the BO scheme preferably for paper mode
- b. File an online complaint@ https://bankingombudsman.rbi.org.in

FINANCIAL LITERACY • ROAD TO PROSPERITY

Banking Ombudsman



FINANCIAL INCLUSION & DEVELOPMENT DEPARTMENT RESERVE BANK OF INDIA

www.rbi.org.in