Customer Grievance Redressal & Escalation Mechanism

COMPLAINANT

Level 1
Customer-facing branch

Nodal Officers

Customers may submit the complaint through e-mail to grievanceredressal@in.mufg.jp

Also, they can connect with the below mentioned Branch Nodal Officers:

New Delhi & Neemrana:
Mr. Sanjay Nangia
sanjay_nangia@in.mufg.jp
011-4364-1574

Mumbai:
Mr. Mathew Castellino
mathew_castellino@in.mufg.jp
022-6669 3058

Chennai:
Mr. Sivakumar T.M.
sivakumar_tm@in.mufg.jp
044-4560 5930

Bengaluru:
Mr. A. Sabesan
a_sabesan@in.mufg.jp
+080 - 6758 0010

Level 2
Escalation

India Branch Nodal Officer

If a customer remains unsatisfied with the resolution received through existing channels, or has not received any response **within one month of submitting their complaint**, they may escalate the matter to the India Operations Nodal Officer:

India Operations Nodal Officer:

Mr. Krishnan S
Email: krishnan_s@in.mufg.jp
Tel: 044- 4560 5920

Level 3
External Escalation

(RBI)

Customers may approach the Banking Ombudsman if their written representation to the Bank has been rejected, or if they have not received a response within one month of the Bank receiving their representation, or if they are not satisfied with the response provided..

Under this Scheme, unresolved complaints shall be registered on the portal (https://cms.rbi.org.in).

The name, address, and contact details of the Banking Ombudsman, along with guidance on lodging a complaint, are available at the below website:

https://rbi.org.in/Scripts/AboutUsDisplay.aspx?pg=BankingOmbudsmen.html

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