

Customer Grievance Redressal Mechanism

1. INTRODUCTION:

At MUFG Bank Ltd, our vision is to be the world's most trusted financial group which focuses on working to exceed the expectations of our customers and providing reliable and constant support to our customers. Customer Service and satisfaction are the focus areas of the Bank and we truly believe in providing best service to our customers.

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances.

This policy document follows the below noted principles:

- Customers be treated fairly at all times
- Complaints raised by customers are dealt with courtesy and on time
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints.
- All complaints are treated efficiently and fairly.
- MUFG bank employees work in good faith and without prejudice to the interests of the customer.

In order to make the redressal mechanism more meaningful and effective, a structured system has been built to ensure that the redressal sought is just and fair and is permissible within the given frame-work of rules and regulation. All concerned employees are aware of the Complaint handling process.

2. Registration and Handling of Customer complaint/grievance:

Every MUFG Customer has full right to register his/her complaint if he/she is not satisfied with the services provided by the bank or by outsourcing agencies. All complaints will be recorded by the Bank.

2.1 Various modes/channels available to customer for registering the complaints are as follows:

- **Written Complaints**

Complaint Book is available in Customer area of the Branch for the purpose of recording Complaints and obtaining acknowledgement. Customers may use complaint cum suggestion box kept at Branch for any complaint /feedback /suggestions for improvement in our products and services.

- **Telephonic/Verbal Complaints/through Phone/ E-mail**

Customer may also call the respective Branch and register complaint over phone. Alternatively, customer can visit the branch and record verbal complaints. Customer may also submit complaint through e-mail to the Branch Nodal Officers.

- Dedicated Mail ID for reporting of grievances related to electronic payments / digital payments

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

2.2 Designated Nodal Officer to handle complaints and Grievances

Bank has designated nodal officers who will be responsible for handling customer complaints at Branch level as below:

Branch Name	Name of the Branch Nodal Officer	E-Mail ID	Telephone Number
New Delhi & Neemrana	Mr. Sanjiv Kaushik	sanjiv_kaushik@in.mufg.jp	011 - 43641426
Mumbai	Mr. Mathew Castellino	Mathew_Castellino@in.mufg.jp	022 - 66693058
Chennai	Mr. Sivakumar T.M.	sivakumar_tm@in.mufg.jp	044 - 45605930
Bengaluru	Mr. A Sabesan	A_Sabesan@in.mufg.jp	+91 - 8067580010

If a customer is not satisfied with the resolution provided through various channels or the customer has not received any response from the Bank within one month of sending the complaint, the customer can escalate the issues to the Nodal Officers of The Bank as below:

Nodal Officer of the Bank (for India Operations)	E-Mail ID	Telephone Number
Mr. Krishnan S	krishnan_s@in.mufg.jp	044 - 45605920

3. Resolution of Grievances:

3.1 Responsibility for resolution

Customers may highlight their complaints / issues to concerned officer in the Branch or as mentioned in point no. 2.2 of this policy. The officer in the concerned unit/department with whom the customer has raised the issue is first person responsible for the resolution of complaints/grievances.

Branch Nodal officer is responsible for the resolution of complaints/grievances in respect of customer's service by the branch. She/he would be responsible for ensuring closure of all complaints

received at the branches. It is his/her foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then she/he should be provided with alternate avenues to escalate the issue.

In case it is not possible to resolve the issue at Branch level, it will also be ensured that the complaint is escalated to the appropriate levels and concerned departments.

3.2 Time Frame for resolution of Grievances

The Bank will endeavor to resolve complaints within one month of receipt of the complaint. In case of complaints, which require some more time for examination of the issues involved, the Bank will send a suitable response and shall endeavor to provide a status to the complainant within one month of receipt of the complaint

3.3 THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME

Reserve Bank has set up a scheme Integrated Ombudsman Scheme for resolving customer grievances in relation to services provided by entities regulated by Reserve Bank of India in an expeditious and cost-effective manner.. Customer may approach the Banking Ombudsman provided his written representations to the Bank has been rejected or he has not received any reply within a period of one month after the Bank has received his representation or the complainant is not satisfied with the reply given to him/her by the Bank.

The Reserve Bank shall establish the Centralised Receipt and Processing Centre and complaints under the Scheme made online shall be registered on the portal (<https://cms.rbi.org.in>).

Name and address of the Banking Ombudsman along with links to lodge a complaint for various locations are available at

<https://rbi.org.in/Scripts/AboutUsDisplay.aspx?pg=BankingOmbudsmen.htm>

The complaint may also be submitted through electronic or physical mode duly signed by complaint in below format.



Complaint Form to
be lodged with Ombi

Forums/Committee to review Customer Grievances and enhance customer service quality

4.1 Branch Customer Service Committee:

Bank has constituted Branch Customer Service Committee at All India Branches in order to encourage a formal channel of communication between the customers and the bank at the branch level with the following objectives:

- Assessment of the quality of Customer Service rendered in the branches.
- Customer Complaints and their resolution
- Consideration of matters having a bearing on Customer Service in the branches.
- Considering suggestions from staff and customers for improving the standard of customer service.
- Expedient redressal of outstanding complaints and grievances, if any (Claim and complaint reports to be submitted for discussion).

4.2 Executive Customer Service Committee:

Executive Customer Service Committee has been constituted at Principal Office of the Bank which will overlook the customer service levels of the bank with the following objectives:

- Analysis and Disclosure of Complaints - Disclosure of Complaints / Unimplemented Awards of Banking Ombudsmen
- Discussion/Feedback from Branch Team on customer service
- Formulation of a Comprehensive Deposit Policy & customer service related policies
- Monitoring the implementation of awards under the Banking Ombudsman Scheme
- Issues such as the treatment of death of a depositor for operations of his account
- Annual survey of depositor satisfaction
- Regulatory guidelines affecting customer service

4. Interaction with Customers:

Bank recognizes that customer's expectation/requirement/grievances can be better appreciated through personal interaction with customers by bank's staff. Bank will endeavor to collect valuable feedback/suggestions from customer for improvement in customer service by way of meetings, surveys etc.

5. Recovery of cost of redress of complaints from banks

Bank under this policy will be guided by RBI circular on “Strengthening **of Grievance Redress Mechanism in Banks** “which states that RBI with a view to ensure that banks discharge their responsibility effectively, the cost of redress of complaints will be recovered from the banks against whom the maintainable complaints² in the Offices of Banking Ombudsman OBOs exceed their peer group average.

6. Sensitizing Operations Staff on handling complaints/grievances

MUFG Bank staff is educated on grievance redressal mechanism of the Bank and properly trained for handling complaints. It would be the responsibility of the Nodal Officers to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels.

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