

Customer Grievance Redressal Mechanism

**March 2025
GIFT Branch,
MUFG Bank, Ltd.**

Contents

1. INTRODUCTION:	3
2. Registration and Handling of Customer complaint/grievance:	3
3. Resolution of Grievances:	4
4. Resolving Compliant	5
5. Referrals	5
6. Interaction with Customers:	6
7. Record Keeping	6
8. Sensitizing Operations Staff on handling complaints/grievances	6
9. Revision History	7

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:

- 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 Complaint Redressal Officer (CRO).

Customers may submit the complaint through e-mail to giftgrievanceredressal@in.mugf.jp

2.2 Complaint Redressal 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 Branch Nodal Officer	E-Mail ID	Telephone Number
Gift City	Kiran Bhosale	kiran_bhosale@in.mugf.jp	079-69039003

The Gift Branch shall dispose of compliant preferably within a period of 30 days of acceptance of compliant.

If a complainant is not satisfied with the resolution provided by the Gift Branch or if the complaint has been rejected by the Gift Branch, the complainant may file an appeal before the CRAO of the Gift Branch preferably within 30 days from the receipt of the decision from the CRO.

CRAO	E-mail ID	Telephone Number
Parul Shah	Parul_Shah@in.mugf.jp	079-69039001

Where a complainant is not satisfied with the decision of the Regulated Entity and has exhausted the appellate mechanism of the Regulated Entity, he may file a complaint before the Authority through email to grievance-redressal@ifsca.gov.in preferably within 21 days from the receipt of the decision from the Regulated Entity

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 acknowledge the complaint within 3 days and In case of non-acceptance, Bank shall inform the complainant within 5 working days along with reasons.. 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 acknowledgement of the complaint. Bank shall dispose of complaint preferably within 15 days but ordinarily not later than 30 days of acceptance of complaint.

4. Resolving Complaint

After the Bank has completed the investigation if the complaint, bank will;

- a. Advise the compliance in writing of the outcome;
- b. Provide redressal if accepted by the complainant
- c. If the complaint is not satisfied with the redressal, it must inform the complaint to the appropriate authority for resolving the complaint and will provide the appropriate contact details upon request.

5. Referrals

1. Complaints involving other entities

If a Bank considers that any other authorized or regulated financial institution(s) in IFSC or outside, is responsible, entirely or partly, for the subject matter of a complaint, it may refer the complaint, or the relevant part of it, to such other authorized or regulated financial institution(s) by the following the procedure.

2. Referral to other entities

For referring a complaint, bank will;

- a. Promptly inform the complainant in writing about its proposal to refer the complaint and obtain the writer consent of the complainant to do so;
- b. If the complainant consents, refer the complaint to the other authorized or regulated financial institution(s) promptly
- c. Inform the complainant promptly and in writing that the complaint has been referred and provide contact details; and
- d. Continue to handle any part of the complaint not referred to the other authorized or regulated financial institution(s).

6. 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.

7. Record Keeping

Bank will maintain a record of all complaints made against it for a minimum period of seven years from the date of receipt of a complaint or the period mandated by any law, whichever is longer. All the record will contain the name of the complainant, the substance of the complaint, a record of the BU's response, and any other relevant correspondence or records, and the action taken by the bank to resolve each complaint. GIFT branch will provide data of all complaints received, resolved, rejected and pending during the year in its Annual Report.

8. 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.

9. **Document Revision History**

Revision 1 dated : 25th March,2025

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