GRIEVANCE REDRESSAL INTRODUCTION

Complaint Management Policy-ISO Standards

YES BANK has adopted the following policy, in respect of handling customer complaints/ grievances, in line with the Quality Policy of the Bank:

With a view to ensure Consistent Superior Service Experience in its endeavour to become the 'Best Quality Bank of the World in India', the Bank shall provide a responsive, fair, expeditious and customer-centric query/ complaint management procedures to all external customers.

The Bank shall

1. Ensure visibility and accessibility of complaint handling process to all complainants
2. Provide access to grievance redressal policy to customer
3. Handle Complaints professionally & in a transparent manner
4. Ensure Objectivity in the complaint handling process
5. Provide Prompt & Responsive Complaint Resolution to the Customers
6. Ensure confidentiality of Complainants information unless required for addressing the complaint
7. Ensure clear accountability for resolution and reporting of complaints
8. Ensure adherence to all relevant Regulatory & Statutory requirements as mandated by RBI and mentioned in the Grievance redressal policy
9. Continually improve its processes & systems by taking inputs from customers, employees and other interested parties
10. Ensure adherence to the Compensation policy as defined by the Bank

At **YES BANK**, we would like to assure you of the best of our services at all times. If you would like to share your valuable suggestion, opinion, experience, feedback or scope for improvement on any of our services or issues relating to services provided by the outsourced agency, we welcome your feedback through:

1. **Electronic Channels Available**

- You may register your complaint through the **Online Complaint Form** - Call us at YES TOUCH Phone Banking Service 7 days a week, 24 hours a day or write to us at **yestouch@yesbank.in**"
- For specific complaints pertaining to Depository Services, please write in to: **dphelp@yesbank.in**

- Login to your Netbanking and go to My Space section, Mailbox

2. **Personal Visits to Bank officials**
    - Visit our branch and log your complaint in the complaint register maintained at all our branches (during working hours of the branch)
    - Write in or meet the Branch Business Leader (Branch Manager) of the nearest Branch in your city explaining the details concerned and he will respond to you. - In each of our branches we observe **7th of every month (between 3 pm to 5pm)** as the Customer Day (previous day if 7th is a holiday or half day). Customers are free to use such a day to give their opinions on Products & services of the Bank, express their concerns, appreciate a specific service or product trait, etc.
    - In each of our branches we have displayed the name and contact details of officers whom you can contact for raising your complaints

3. **Time Frame**
    - We normally take up to 7 working days to respond to you

4. **Complaint reference Number**
    - We provide you with a complaint number when you submit your complaint to us

5. **Escalation Mechanism**

In the absence of any revert / unsatisfactory revert from any of the above touch points in 7 working days you may escalate your complaint using below based on your convenience:

To escalate your complaint in person

Visit your nearest **YES BANK Branch** and meet Branch Business Leader / Regional Business leader

To escalate your complaint through other medium

Deepak Kr Mandhwani, **Principal Nodal Officer**, YES Bank Ltd.,
7th Floor, Tower B, Building No. 8, DLF Cyber City Phase II,
Gurgaon, Haryana. Phone: +91 124 4619006, Fax: +91 124 2560060
Please **click here** to send him an e-mail

In the absence of revert from Branch Business Leader / Regional Business Leader / Head – Customer Service & Contact Center within 10 working days, you can further escalate the matter to Kapil Juneja, President and Country Head, Branch Service Delivery, YES Bank Ltd. 7th Floor, Tower B, Building No. 8, DLF Cyber City Phase II, Gurgaon, Haryana. Phone: +91 124 4619005 or click here to **send him an e-mail** and expect a revert in 10 working days

We would like to inform all our customers that our Bank is covered under the Banking **Ombudsman Scheme, 2006** of the Reserve Bank of India. Under this scheme, any grievance against the Bank, if not addressed within **30** days can be addressed to the **Banking Ombudsman of the concerned city**.

YES BANK

INTERNAL MACHINERY TO HANDLE COMPLAINTS/ GRIEVANCES

Customer Service Committee of the Board (Service Excellence Committee): This sub-committee of the Board is responsible for formulating the Comprehensive Deposit Policy incorporating issues such as the treatment of death of a depositor for operations of his account, the product approval process and the annual survey of depositor satisfaction. The Committee would also examine any other issues having a bearing on the quality of customer service rendered.

The Customer Service Committee would also review the following:

1. Complaints received from the Regulator
2. Awards passed by the Banking Ombudsman
3. Internal complaints received, resolved and pending with root cause analysis and action steps to reduce complaints
4. Effectiveness of the Grievance Redressal mechanism adopted by the Bank
5. Review the standing committee's report
6. Any other items concerning customer service

Standing Committee on Customer Service:
The Standing Committee on Customer Service is chaired by the Executive Director / Managing Director, who is also a member of the Customer Service Committee of the Board and has other senior members of the Bank as its constituents. The Committee has the following functions:

1. Evaluate feed-back on quality of customer service received from various quarters, across Branches
2. Review comments/feed-back on customer service and implementation of commitments in the Code of Bank's Commitments to Customers received from BCSBI
3. Ensure that all regulatory instructions regarding customer service are followed by the bank
4. Consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice
5. The committee would submit report on its performance to the Customer Service Committee of the Board at regular intervals

Customer Service Committee in Branches:
Each Branch would have a Service Committee comprising of senior members of the Branch team, viz. Branch Business Leader, Branch Service Delivery Leader, etc. The functions of the Committee are:

1. Meet selected customers on a regular basis (currently: every quarter) to ascertain their feedback & comments on the service levels rendered by the Branch
2. Ensure that all regulatory & internal instructions regarding customer service are followed by the branch

3. Evaluate feed-back on quality of customer service received from various quarters.
4. Identify & work on action steps to enhance the level of customer service offered by the Branch
5. The Complaints, analyses and action points thereon, would be shared with the Head – Customer Service for further Bank wide analyses and presentation to the Standing Committee on Customer Service and Customer Service Committee of the Board

Banking Ombudsman Scheme, 2006: The Banking Ombudsman' Scheme was introduced by RBI with the objective of enabling resolution of customer Complaints relating to provision of Banking Products & Services and to facilitate the satisfaction or settlement of such complaints. All our Branches will have the details & address of the Banking Ombudsman of their respective city. A copy of the scheme is available in all our Branches for your perusal. We request you to kindly note the following points, before approaching the Banking Ombudsman.

1. The complainant, before making a complaint to the Ombudsman, had made a written representation to YES Bank, and the Bank had either rejected the complaint, or the complainant had not received a reply within a period of one month after the complaint was received by the Bank, or the complainant was not satisfied with the reply given by the Bank
2. The complaint is made not later than one year after the complainant has received YES Bank's reply to his/her representation or, where no reply is received, not later than one year and one month after the date of the representation to YES Bank
3. The complaint has not been settled by the Ombudsman in any previous proceedings.
4. The complaint is not the subject matter of proceedings before any court, tribunal, arbitrator or any other forum
5. The complaint is not frivolous or vexatious in nature
6. The complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims