Bank Officials to be contacted for redressal of complaints

Level 1

Branch Channel: You can meet the Branch Business Leader (Branch Manager) of the nearest branch in your city explaining the details concerned and he/she will respond to you

Level 2

If the resolution provided at Level 1 does not meet your expectation, you can write to our Grievance Redressal Officer or Nodal Officer as below

Priti Yennemadi  
Head – Grievance Redressal  
Yes Bank Limited  
5th Floor, IFC, Yes Bank Tower, Elphinstone (W), Mumbai - 400013  
Email: head.grievanceredressal@yesbank.in  
Phone No: 022-39489373

List of area wise Nodal Officers are given below.

Level 3

If the resolution provided at Level 2 does not meet your expectation, you can write to our Principal Nodal Officer as below

Ratan Kumar Kesh  
Principal Nodal Officer  
Yes Bank Limited  
5th Floor, IFC, Yes Bank Tower, Elphinstone (W), Mumbai - 400013  
Email: principal.nodalofficer@yesbank.in  
Phone No: : 022-39489374

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.

Details of Banking Ombudsman Offices are available with the Branch Manager, Officer In charge of the Branch for your perusal.
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Area of Operation</th>
<th>Centre</th>
<th>Nodal Officer of YES Bank</th>
<th>Nodal Officer Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu</td>
<td>Ahmedabad</td>
<td>Mr. Sharad Saraiya</td>
<td>YES Bank Ltd&lt;br&gt;Unit No.G/3,102-103&lt;br&gt;&quot;C.G.Centre”&lt;br&gt;C.G.Road, Ahmedabad&lt;br&gt;Pin Code : 380009&lt;br&gt;Tel No : 079 – 30459101&lt;br&gt;Contact Centre : 1800 2000&lt;br&gt;E mail : <a href="mailto:Sharad.Saraiya@yesbank.in">Sharad.Saraiya@yesbank.in</a></td>
</tr>
<tr>
<td>2</td>
<td>Karnataka</td>
<td>Bengaluru</td>
<td>Mr. Somesh Varman&lt;br&gt;Back Up : Mr. Jayendran Ravishankaran</td>
<td>YES Bank Ltd&lt;br&gt;Ground Floor, Prestige Obelisk, Municipal No. 3, Kasturba Road, Bangalore 560001&lt;br&gt;Tel No : 080 – 30429191&lt;br&gt;Contact Centre : 1800 2000&lt;br&gt;E mail: <a href="mailto:somesh.varman@yesbank.in">somesh.varman@yesbank.in</a></td>
</tr>
<tr>
<td>3</td>
<td>Madhya Pradesh</td>
<td>Bhopal</td>
<td>Mr. Ankur Bansal&lt;br&gt;Back Up : Mr. Kapil Arora</td>
<td>YES Bank Ltd&lt;br&gt;Plot No 215,Ground Floor Phase 1 M.P Nagar, Bhopal, Madhya Pradesh&lt;br&gt;Pin Code : 462011&lt;br&gt;Tel No: 0755 – 6612002&lt;br&gt;Contact Centre : 1800 2000&lt;br&gt;E mail : <a href="mailto:ankur.bansal2@yesbank.in">ankur.bansal2@yesbank.in</a></td>
</tr>
<tr>
<td>4</td>
<td>Odisha</td>
<td>Bhubaneswar</td>
<td>Mr. Proloy Mukherjee&lt;br&gt;Back Up : Mr. Saswat Jena</td>
<td>YES Bank Ltd&lt;br&gt;Plot No. 31, Bapuji Nagar, Janpath, Bhubaneswar, Orissa&lt;br&gt;Pin Code : 751009&lt;br&gt;Tel No: 0674 – 2598012&lt;br&gt;Contact Centre : 1800 200&lt;br&gt;E mail: <a href="mailto:proloy.mukherjee@yesbank.in">proloy.mukherjee@yesbank.in</a></td>
</tr>
<tr>
<td>5</td>
<td>Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana.</td>
<td>Chandigarh</td>
<td>Mr. Bhupinder Pal Singh</td>
<td>YES Bank Ltd&lt;br&gt;SCO No- 179 and SCO No -180 Sector 17C, Chandigarh&lt;br&gt;Pin Code :160017&lt;br&gt;Tel No : 0172 - 5037064&lt;br&gt;Contact Centre : 1800 2000&lt;br&gt;Email : <a href="mailto:bhupinder.singh7@yesbank.in">bhupinder.singh7@yesbank.in</a></td>
</tr>
<tr>
<td>6</td>
<td>Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands</td>
<td>Chennai</td>
<td>Mr. Somesh Varman&lt;br&gt;Back Up : Ms. Sangeetha Seshasayee</td>
<td>YES Bank Ltd&lt;br&gt;Ground Floor, No. 143/1, Uttam Gandhi Salai, Nungambakkam, Chennai&lt;br&gt;Pin Code : 600 034&lt;br&gt;Tel No : 044 - 66765000&lt;br&gt;Contact Centre : 1800 2000&lt;br&gt;E mail: <a href="mailto:somesh.varman@yesbank.in">somesh.varman@yesbank.in</a></td>
</tr>
<tr>
<td>Sr. No.</td>
<td>Area of Operation</td>
<td>Centre</td>
<td>Nodal Officer of YES Bank</td>
<td>Nodal Officer Contact Details</td>
</tr>
<tr>
<td>---------</td>
<td>-------------------</td>
<td>--------</td>
<td>---------------------------</td>
<td>-----------------------------</td>
</tr>
</tbody>
</table>
| 7       | Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura | Guwahati | Mr. Proloy Mukherjee | YES Bank Ltd  
Ground & First Floor,  
Building No. – 115,  
Goyal Enclave,  
G.S Road, Bhangagarh, Guwahati  
Pin Code : 781 005  
Tel No: 0361 – 7187552  
Contact Centre : 1800 2000  
E mail: proloy.mukherjee@yesbank.in |
| 8       | Andhra Pradesh and Telangana | Hyderabad | Mr. Somesh Varman | YES Bank Ltd  
Ground Floor, "Mayank Towers",  
Survey No. 31 (Old), 31/2(New),  
Raj Bhavan Road,  
Somajiguda,  
Hyderabad  
Pin Code : 500 082  
Tel No: 040 - 46739000  
Contact Centre : 1800 2000  
E mail: somesh.varman@yesbank.in |
| 9       | Rajasthan | Jaipur | Mr. Sharad Saraiya | YES Bank Ltd  
Ground Floor, Plot No: O-19A,  
Ashok Marg, Nr. Ahinsa Circle,  
C-Scheme,  
Jaipur, Rajasthan  
Pin Code : 302 001  
Tel No: 0141-3329136  
Contact Centre : 1800 2000  
E mail : Sharad.Saraiya@yesbank.in |
| 10      | Uttar Pradesh (excluding Districts of Ghaziabad, Gautam Buddha Nagar, Saharanpur, Shamli (Prabudh Nagar), Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar)) | Kanpur | Mr. Ankur Bansal | YES Bank Ltd  
14-113 Padam Tower ,  
Civil Lines  
Kanpur  
Pin Code : 208 001  
Tel No: 0512 - 6710139  
Contact Centre : 1800 2000  
E mail : ankur.bansal2@yesbank.in |
| 11      | West Bengal and Sikkim | Kolkata | Mr. Proloy Mukherjee | YES Bank Ltd  
Ground Floor, Kanak Tower,  
7A Anandilal Poddar Sarani, Kolkata  
Pin Code : 700 071  
Tel No: 033 - 39879101  
Contact Centre : 1800 2000  
E mail: proloy.mukherjee@yesbank.in |
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Area of Operation</th>
<th>Centre</th>
<th>Nodal Officer of YES Bank</th>
<th>Nodal Officer Contact Details</th>
</tr>
</thead>
</table>
| 12      | Districts of Mumbai, Mumbai Suburban and Thane | Mumbai (I) | Mr. Gagan Saxena | YES Bank Ltd  
Shrikant Chambers,  
Near R K Studio,  
Chembur,  
Mumbai  
Pin Code : 400071  
Tel No : 022 - 67749102  
Contact Centre : 1800 2000  
Email : gagan.saxena@yesbank.in |
| 13      | Delhi            | New Delhi (I) | Mr. Sharad Sharma | YES Bank Ltd  
1st Floor, 56, Alps Building  
Janpath  
Pin Code : 110 001  
New Delhi  
Tel No : 011 - 30499005  
Contact Centre : 1800 2000  
E mail : sharad.sharma1@yesbank.in |
| 14      | Bihar            | Patna      | Mr. Proloy Mukherjee  
Back Up : Mr. Nitin Ranjan | YES Bank Ltd  
Ground & Mezzanine Flr, Unit No  
201, 2nd Flr,  
Rajendra Ram Plaza,  
Plot No: 875, Holding No: 373,  
Circle No: 6,  
Exhibition Road, Patna  
Pin Code : 800 001  
Tel No: 0612 - 3009000  
Contact Centre : 1800 2000  
E mail: proloy.mukherjee@yesbank.in |
| 15      | Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region). | Thiruvananthapuram | Mr. Somesh Varman  
Back Up : Ms. Rakhee Padmanabhan | YES Bank Ltd  
Shop # 101 & 201,  
Annas Arcade, Spencer's Junction,  
M G Road,  
Thiruvananthapuram  
Pin Code : 695001  
Tel No: 0484-2809828  
Contact Centre : 1800 2000  
E mail: somesh.varman@yesbank.in |
| 16      | Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh | New Delhi (II) | Mr. Tejpreet Singh | YES Bank Ltd  
Ground & First Floor,  
Capital Exim Centre,  
LSC Okhla Industrial Area  
Phase - 2,  
New Delhi  
PIN Code : 110 020  
Tel No: 011 - 30249500  
Contact Centre : 1800 2000  
E mail : tejpreet.Singh@yesbank.in |
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Area of Operation</th>
<th>Centre</th>
<th>Nodal Officer of YES Bank</th>
<th>Nodal Officer Contact Details</th>
</tr>
</thead>
</table>
| 17      | Jharkhand         | Ranchi | Mr. Proloy Mukherjee      | YES Bank Ltd  
Crosswindz, 41,  
Court Road,  
Ranchi,  
Jharkhand  
Pin Code : 834001  
Tel No: 0651 - 2212711  
Contact Centre : 1800 2000  
E mail: proloy.mukherjee@yesbank.in |
| 18      | State of Uttarakhand and seven districts of Western Uttar Pradesh namely, Saharanpur, Shamli (Prabudh Nagar), Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar) | Dehradun | Mr. Ankur Bansal Back Up : Mr. Vikas Sinha | YES Bank Ltd  
Ground Floor,  
56 Rajpur Road,  
Dehradun,  
Uttarakhand  
Pin Code : 249201  
Tel No: 0135 - 3061056  
Contact Centre : 1800 2000  
E mail : ankur.bansal2@yesbank.in |
| 19      | Chhattisgarh      | Raipur | Mr. Ankur Bansal Back Up : Mr. Manish Ghoshal | YES Bank Ltd  
Ground Floor, P.C. no- 106-B,  
RIC- Raipur-1,  
Great Eastern Rd,  
Geeta Nagar, Ramkund,  
Raipur, Chhattisgarh  
Pin Code: 492001  
Tel No: 0771 - 4210202  
Contact Centre : 1800 2000  
E mail : ankur.bansal2@yesbank.in |
Ground Floor, Plot No. 20  
Block B/C, Gandhi Nagar  
Green Belt,  
Jammu  
Pin Code : 180004  
Tel No: 0191 - 2439871  
Contact Centre : 1800 2000  
Email : bhupinder.singh7@yesbank.in |
| 21      | Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane) | Mumbai (II) | Mr. Gagan Saxena | YES Bank Ltd  
Shrikant Chambers,  
Near R K Studio,  
Chembur  
Mumbai  
Pin Code : 400071  
Tel No : 022 - 67749102  
Contact Centre : 1800 2000  
Email : gagan.saxena@yesbank.in |