



Customer Complaints /Grievances Redressal Policy for Overseas Branches/Offices

At Axis Bank, every endeavor is made to resolve the complaints of the customers fairly and professionally.

The Bank has Complaint Handling policy, the copy of which can be procured from the Branch. The complaints policy is available at the Bank's [website](#).

The salient features of the policy are:

- ✓ A customer can lodge a complaint to the branch either through letter, telephone, facsimile, email, or verbally in person to the Complaint Handling Officer of the Branch
- ✓ Complaint Handling Officer will resolve the complaint within 7 days from the date of receipt. The details of the Complaint Handling Officer are as under:

Singapore Branch	Hong Kong Branch	DIFC Branch (Regulated by the DFSA)	Shanghai's R.O	Dubai R.O	Abu Dhabi R.O
<p>Mr. Bimal Bhattacharyya, Axis Bank Ltd. Singapore Branch, 9 Raffles Place, #48-01/02, Republic Plaza I Singapore 048619.</p> <p>Tel No : 0065-6571 9229</p> <p>Fax No : 0065- 6534 4090</p> <p>Singapore.branchhead@axisbank.com</p>	<p>Mr Akshaya Panda, Axis Bank Ltd. Hong Kong Branch Room No.805 – 809 Alexandra House, 18 Chater Road, Central Hong Kong</p> <p>Tel No. : 00852-36564000</p> <p>Fax No : 00852- 2522 7821</p> <p>Hongkong.branchhead@axisbank.com</p>	<p>Mr. Suresh Warriar Axis Bank Ltd. - DIFC Branch (Regulated by the DFSA), Unit no 701, 7th Floor, Al Fattan Currency House Office Building, DIFC, Dubai PO Box: 506593, UAE</p> <p>Tel No. : 009714-3735555</p> <p>Fax No : 009714-3735666</p> <p>Difc.branchhead@axisbank.com</p>	<p>Mr. Raj Kumar Khosa, Shanghai Representative Office, Axis Bank Ltd. Level 23, Citigroup Tower, 33, Huayuanshiqiao Road, Pudong New Area - 200120, Shanghai - China</p> <p>Tel No. : 0086-21-61010262</p> <p>Fax No : 0086-21-61010263</p> <p>rajkumar.khosa@axisbank.com</p>	<p>Mr. R Sathyanarayan, Dubai Representative Office Axis Bank Ltd. P.O.Box: 122504 Plot No.3318 – 1238, Near Karama Post Office, Dubai, UAE</p> <p>Tel No.: 009714-3343688</p> <p>Fax No : 009714-3343693</p> <p>Dubai.repoffice@axisbank.com</p>	<p>Mr. Jaisimha Narasimhaswamy Abu Dhabi Representative Office Axis Bank Ltd. P O Box No.113498, M-2, Mezzanine Floor, Opposite Lifeline Hospital, 4 th Street, Muroor Road, Abu Dhabi. U.A.E</p> <p>Tel No.: 00971 2 6281668</p> <p>Fax No : 00971 2 6281677</p> <p>abudhabi.repoffice@axisbank.com</p>

- ✓ Escalation: If unsatisfied with the branch resolution, the customer can escalate the complaints to the Central Office by mailing to cib.co@axisbank.com
- ✓ Central Office would strive to resolve the complaint within 10 working days
- ✓ The customer has the option of escalating the unresolved or unsatisfactory resolved complaints to the Chief Compliance Officer at Central Office after expiry of 10 working days by mailing to cco@axisbank.com
- ✓ In case the customer is not satisfied with the outcome of resolution; the customer may consider escalating the complaint to the local statutory body/regulator.