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Grievance Redressal Policy – DBS Bank

Customer Grievance Redressal Policy Scope/Coverage: All DBS Bank India Limited

Issuer: Head - Consumer Banking Head / Head – Institutional Banking

Version: 1.6



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Objective and Guiding Principle:

At DBS Bank India Limited (DBIL), we want to make sure that you get only the best of service from us, service which our valued customer deserves.

DBS Bank India Limited (DBIL or “the Bank” or “Bank” called hereinafter) is a Wholly Owned Subsidiary (WOS) of DBS Bank Ltd (DBL). headquartered in Singapore. As a matter of sharing best practices, DBIL will draw on experience and expertise of DBL when dealing with complex, long tenor, large or important transactions to ensure that the minimum acceptance criteria of the DBS Group (“Group” or “the Group” called hereinafter) are met. Further DBIL will reckon or consider certain policies and standards prescribed by DBL and adopt to Indian regulations to ensure that the operations meet the minimum acceptance criteria of the group.

The Bank shall not only ensure that all complaints received are recorded, acknowledged, and resolved, but shall also ensure effective monitoring / escalation mechanism to ensure the customer complaints are resolved in a proper and time bound manner with detailed advice to the customer. The Customer Grievance Redressal Policy outlines the framework for addressing the customer grievances. The Bank shall ensure that the policy is made available in public domain (website and branches).

Objective of this policy are as under:

- Always treat all customers fairly.
- Complaints raised by customers are dealt with courtesy and in a timely manner.
- Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
- The Bank employees work in good faith and without prejudice, towards the interests of the customers.

Scope of the policy:

Through this policy, the bank shall ensure that a suitable mechanism exists for receiving and addressing grievances from its customers and their constituents including pensioners, with specific emphasis on resolving such cases fairly and expeditiously regardless of source of the case. The policy entails adherence to the provisions prescribed by the Reserve Bank of India (RBI), the Banking Codes and Standards Board of India (BCSBI) and the Insurance Regulatory Development Authority of India (IRDA) from time to time.

Definition of a complaint:

“Complaint” means a representation in writing or through other modes *alleging deficiency* in service on the part of the regulated entity and seeking relief thereon.

**Inclusion and Exclusion examples of complaint:**

Examples of complaints:

- I. Delay in providing any product / service of the bank beyond the stipulated / committed TAT e.g. - Address change request submitted, not done - Cheque deposited; credit not received - Delay / non-receipt of welcome kit.
- II. Digi account not activated / not opened within TAT.
- III. Delay in closure of account
- IV. Cash not dispensed / less cash dispensed from ATM.
- V. Any unauthorized dispute on online, POS, ATM transactions carried out through Credit Card, Debit Card, Net Banking, UPI, Digibank app etc. claimed as not done by the customer.
- VI. Customer reports fraudulent transaction and alleges bank's deficiency.
- VII. Any Tech defect where the bank is unable to provide any alternate solution that meets the customer's original need.
- VIII. Delay in bill payment updation
- IX. Customer claims to have received abusive / harsh call
- X. Customer alleging insurance mis-sale
- XI. Complaints from Credit Information Companies
- XII. About unauthorized locker access raised by the customers

Examples of exclusion of complaints:

- I. Query or Request raised by the customer within specified TAT.
- II. Any concern raised by the customer, where action taken by the bank is in accordance with regulatory directions, with due notifications to the relevant customers, through appropriate channels (as per the information available to the Bank on its records), and where the customers have failed to act in accordance to comply with the directions notified by the Bank shall fall outside the purview of the aforesaid definition. Non-receipt of communication(s), in this regard from the Bank, for reasons where the contact details of the customer have undergone change and the customer has not updated the same on the Banks records, shall not be considered as grounds for grievance.
- III. Concerns raised by the customer with the bank on charges, ROI etc which were part of agreed terms and conditions.
- IV. First Resort Complaints (FRC) escalated to Banking Ombudsman, where there is no deficiency from the bank.
- V. Authorized transaction dispute cases where customer has committed an error or erroneously transferred funds to incorrect beneficiary, inadvertently authorized fraudulent transactions (where customer is not alleging any deficiency of the bank) will not be treated as a complaint but a query/request.
- VI. Downtime that has been notified to the customers.

Definition and Complaint handling channels:



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The Bank provides multiple channels to the customer to register their queries /requests/complaints/share their feedback.

“Query” is any doubt, enquiry, customer seeking any clarification, any information, checking status before expiry of specified TAT, checking status or progress of any deliverable or services.

“Request” is an ask made by the customer for banking services / products e.g: requesting waiver/ reversal, requesting for SOA, requesting reissuance of pin etc.

“Complaint” means a representation in writing or through other modes alleging deficiency in service on the part of the regulated entity and seeking relief thereon.

The customer may choose the following channels to share their feedback or send in their complaints to be suitably addressed. Bank will be responding to the customer’s complaint via same mode of receipt of the complaint. However, if customer while speaking on phone agrees to get an intimation via writing on email or letter same will be followed by the bank.

Customer Care: • Customer Care (Banking Related, other than Credit Cards):

Banking Related, other than Credit Cards for Mass Market: Contact our 24-hour customer service helpline number [1860 210 3456](tel:18602103456) , [1860 267 4567](tel:18602674567) or our overseas customer service number [91-44-49021180](tel:914449021180).

Account freeze related matters: 020 66218560

Our Treasure customers can call on [1860 267 1234](tel:18602671234) our overseas customer service number [91-44-66854555](tel:914466854555)

Credit Cards only : Contact our 24-hour credit card service helpline number [1860 267 6789](tel:18602676789) or our overseas customer service number [+91-44-69046789](tel:914469046789) for Bajaj Finserv DBS Bank SuperCard and DBS Spark Credit card. DBS Vantage credit card holders to call dedicated customer service number [1800 209 4555](tel:18002094555) or our overseas customer service number [+91-44-66854555](tel:914466854555).

E-mail:

- Retail banking customers (digibank / Treasures / (other than Credit Cards)) can email at customercareindia@dbs.com cardcareindia@dbs.com for DBS Spark Credit Card vantagecareindia@dbs.com for DBS Vantage Credit card
- Corporate customers can email at BusinessCarein@dbs.com

Business Care

Corporate customers may contact business care on [1800 103 6500](tel:18001036500) / [1800 419 9500](tel:18004199500) / [+91 44 66328000](tel:914466328000) (Overseas Number). Business Care operates Monday to Friday, 10.00 AM to 7.00 PM (excluding Public Holidays).

E-mail: DBS India Corporate Customers can email us by writing to us at BusinessCarein@dbs.com



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Branch: Please write to your relevant Branch, customer can refer this link <https://www.dbs.com/in/treasures/common/customer-service-managers.page>, giving details of their issues / concerns.

Demat Services:

- Customer Care Contact number: [1860 210 3456](tel:18602103456) (24/7 Operations)
- E-mail: Customers can email at customercareindia@dbs.com.

Escalation Levels & Turnaround Timelines:

Escalation Levels

If customer is not getting response from Customer care within 3 days, he can escalate to below levels:

Level 1: Cluster Heads / Branch managers: TAT of response -within 5 working days.

Level 2: Regional Nodal officers: TAT of response -within 5 working days.

Level 3: Principal Nodal officer: TAT of response- within 7 working days

Level 4: Presidential/ Sr. Management : TAT of response- within 5 working days

Contact details of the escalation levels can be found at this link: <https://www.dbs.com/in/treasures/common/redressal-of-complaints-and-grievances.page?pid=in-digi-pweb-footer>

Internal Ombudsman of the Bank:

In line with the instructions from the Reserve Bank of India, if the bank decides to reject or provide a partial relief, all such cases will be referred to the Internal Ombudsman for further examination. RBI/CEPD/2023-24/108
CEPD.PRD.No.S1228/13.01.019/2023-24.

Internal Ombudsman decision is binding on the bank unless bank's decision is otherwise and supported with approval of competent authority as advised in Internal Ombudsman Master Direction. The rejection of the decision taken by the Internal Ombudsman shall be done with the approval of the Competent Authority as defined under clause 3(1)(c) of these Directions.

Resolution Timelines:

Bank has established specific resolution timelines for various types of grievances. Each grievance is addressed promptly with comprehensive guidance provided to the customer. Should there be any anticipated delays beyond these timelines, the bank ensures to keep the customer well informed.

Recording of Complaints by the Bank:



The bank records all complaints in its CRM system, ensuring effective follow up and diligent management until each issue is fully resolved. This systematic approach ensures that all concerns are addressed comprehensively and closed in a time bound manner.

Governance and Monitoring of the Grievances:

The Bank has set up the following committees & review mechanism to monitor and review quality of customer service and grievance redressal mechanism of the Bank.

Customer service committee of the board: This committee of the Board is responsible to oversee & guide implementation of service enhancement initiatives across the Bank. The Committee meets once every quarter to review customer complaints, regulatory mandates, policy decisions, review banks performance on initiatives to enhance customer experience.

Standing Committee on Customer Service: The Committee meets quarterly and is responsible for orienting, educating & creating awareness among customer, more importantly this serves as a forum to understand customer feedback about banks products & services. Matters deliberated in this meeting are further taken up for service development & product enhancement to elevate the quality of service delivered to customers. This meeting is attended by senior management of the bank and customers are invited to attend the meetings.

Branch Level Customer Service Committee: Bank also conducts monthly branch level customer meetings; this forum encourages customer to share their feedback & experience with the bank. As part of this meeting bank also conducts sessions to educate customers on topics like safe/secure banking, new initiatives bank has launched to ensure convenient banking. Feedback from these sessions is recorded and taken up for implementation.

Standard Operating Procedures on Complaints Handling Process of the bank will be followed in co-ordination with other related SOPs (a. SOP BO complaints b. SOP reporting of mis selling c. Process notes- CIC dispute) of the bank.

Control measures and initiatives taken by bank to ensure adherence to policy:

The policy has been approved by the Customer Service Committee of the Board and is reviewed at regular intervals. These reviews shall consider the following:

- Internal factors such as changes in organizational structure or products and services offered
- External factors such as changes in legislation or technological innovation
- The results of audit, if any conducted during the year by internal / external auditors. The policy is made available on the website of the Bank

Deviations: Any deviations, including any addenda, if any, shall be on an exceptional basis and must be documented by Issuer and approved by the Bank's Board.



Any changes that are not substantive, but incidental or administrative in nature, do not require a sign-off by the approving authority.

The Customer Grievance Redressal Policy will be revised from time to time when there are any new changes incorporated by the Bank in handling complaints / grievances. It will also be revised in the event of any new regulations, revisions / amendments released by regulator (RBI / IBA etc) or when material changes are required/appropriate to ensure continued relevance. This Policy should be reviewed on an annual basis (with a grace period of up to three months).

The policy entails adherence to the provisions prescribed by the Reserve Bank of India (RBI), the Banking Codes and Standards Board of India (BCSBI) and the Insurance Regulatory Development Authority of India (IRDA) from time to time.

Record Keeping:

The record of complaints is maintained as per the Bank's Information Systems Security Policy.

Version History:

Version	Date of Issue	Summary of Key Changes
1.0	July' 2018	Policy Issued
1.1	April' 2020	<ol style="list-style-type: none"> 1. Additions in the timeline 2. Internal Ombudsman 3. Compensation
1.2	June' 2021	<ol style="list-style-type: none"> 1. Introduction of Senior Management at Level 3 2. TAT revised for Level 4 & 5
1.3	Sept' 2021	Addition of Credit Card Contact centre number and email id
1.4	March' 2022	Integrated Banking Ombudsman Scheme (edits in the policy to include the Integrated Banking Ombudsman Scheme) the Scheme was displayed on the website
1.5	September'2022	Amendment / addition to the internal ombudsman section
1.6	May 22, 2024	<ol style="list-style-type: none"> 01. Scope of policy 02. Complaints Definition 03. Inclusions and Exclusions as "Complaint" 04. Definition of Query, Request and Complaint 05. Escalation Level Changes 06. Treasure customer care number added.



		07. Resolution Timeline 08. Controls and adherence of Policy
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