

Grievance / Complaint Form

Tell us what you think and help us at Kotak serve you better. Please mail this duly signed form to:

Kotak Mahindra Bank Ltd

Regd Office: 36-38A, Nariman Bhavan, 227, Nariman Point, Mumbai 400 021

Date: _____

Name of customer: _____

Details of the Grievance / Complaint: If space is not sufficient, please enclose separate sheet.

Contact No. (Office No) _____ **(Resident No)** _____

(Mobile No) _____ **(Fax No)** _____

(Email) _____

Kotak Branch : _____ (http://www.kotak.com/bank/common/phone_numbers/ph_mumbai.htm)

CRN No. _____

Account Number/Loan A/C No : _____

Type of Account : Savings Current Term Deposit
 Demat Loan A/c Others

Details of previous complaint lodged (if any): Yes No

Date of previous complaint:_____

Date of response by the bank:_____

Signature of Customer

For further assistance with Kotak NRI products or services, please feel free to reach us through:

- Customer Contact Centre:** You may call our 24 hrs Customer Contact Centre at toll free number 1800 102 6022 pan India and register your complaint. If you are calling from abroad, you may call +91 22 6600 6022.
- Email:** You may email us at Customer.feedback@kotak.com and register your complaint.
- Letter:** You may write a letter to us at Kotak Mahindra Bank Ltd. P.O. Box: 16344, Mumbai - 400013
- Branch:** You may meet the Branch / Service Manager of any branch and register your complaint. See a list of our branches. (http://www.kotak.com/bank/common/phone_numbers/ph_mumbai.htm)
- Net Banking:** In case you are registered for Net Banking services, you may log on to your net banking profile, go to the “My Mail” tab and register your complaint
- Product Nodal Officer:** In case of non- response within 10 working days or if the response received is not satisfactory, you may escalate your grievance to the Nodal Officer assigned to each product. Click Here to contact our Nodal Officer. (http://www.kotak.com/bank/grievance/nodal_officer_form.htm)
- Banking Ombudsman:** Further, if you do not get a satisfactory response from our Nodal Officer within 30 working days of receipt of your complaint / grievance, you may write to the Banking Ombudsman. (<http://www.kotak.com/bank/common/ombudsman.htm>)