



Date last updated: 20.02.2021

GRIEVANCE REDRESSAL POLICY

- The Grievance redressal policy aims at minimizing instances of Customer Complaints and grievance through proper delivery and to ensure prompt redressal of customer complaints. The review mechanism will help us for identifying shortcomings in our delivery of products and services to the customers.
- The names of officials who can be contacted for redressal of complaints together with their direct Telephone number, Fax number, complete address (Not Post Box No.) and E-mail address etc., is displayed prominently in the branches, for proper and timely contact by the customer and for enhancing the effectiveness of the redressal machinery.
- Complaints received will be acknowledged and resolved within the stipulated time frame depending upon the complaints received at different levels.
- The customer is having rights to approach the concerned Banking Ombudsman in case he is not satisfied with the Banks' response.

Conditions apply. The information provided above is only illustrative and not exhaustive.

Contact: For more details, please contact your nearest: Canara Bank Branch or E-mail to: hosbu@canarabank.com