



**Bandhan Bank Limited**

Head Office: Floors 12-14, Adventz Infinity@5, BN 5, Sector V, Salt Lake City, Kolkata – 700091

CIN : L67190WB2014PLC204622 | Phone : +91 33 6609 0909, 4045 6456 | Fax : +91 33 6609 0502

Email : info@bandhanbank.com | Website : www.bandhanbank.com

## **Comprehensive Notice Board**

### **A. CUSTOMER SERVICE INFORMATION:**

1. We have separately displayed the key interest rates on deposits in the branch.
2. Nomination facility is available on all deposit accounts, safe custody and safe deposit lockers, wherever applicable.
3. We exchange soiled notes and mutilated notes.
4. We accept/exchange coins of all denominations.
5. If a banknote tendered here is found to be counterfeit, we will issue an acknowledgment to the tenderer after impounding and stamping the note.
6. Please refer to our cheque collection policy for the applicable time frames for collection of local and outstation cheques.
7. We have separately displayed the Bank's MCLR (Marginal Cost of Lending Rate) and its effective date in the branch.

### **B. SERVICE CHARGES:**

Please refer to the Schedule of Charges under rates and charges.

### **C. GRIEVANCE REDRESSAL:**

1. If you have any grievances/complaints, please approach the Branch Head.
2. If your complaint is unresolved at the branch level, you may approach the Cluster Head.
3. If you are not satisfied with response received from the Cluster, you may escalate the complaint to the Principal Nodal Officer at Head Office, details as below:



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Mr. Nand Kumar Singh  
Head - Banking Operations and Customer Service  
Office Address: Bandhan Bank Limited, Head Office, Adventz  
Infinity@5, BN-5, Sector V, Salt Lake City, Kolkata – 700091,  
West Bengal  
Contact No: 033-66090909,  
E-Mail ID: [pno@bandhanbank.com](mailto:pno@bandhanbank.com)

The customer can approach the Banking Ombudsman in case his grievance is not redressed within 30 days of lodging the complaint.

#### **D. OTHER SERVICES PROVIDED**

1. We open 'Basic Savings Bank Deposit Accounts'.
2. We issue Kissan Credit Card Loans.
3. We offer digital payments and services.
4. We offer MSME loans / products.

Please approach '**May I Help You**' counter for the following information:

1. All the items mentioned in (A) to (D) above.
2. The Citizen's Charter for Currency Exchange facilities.
3. Time norms for common transactions.
4. Design and security features of all the bank notes.
5. Policy documents relating to:
  - Cheque Collection
  - Grievance Redressal Mechanism
  - Collection of Dues and Repossession of Security
  - Compensation
6. The complete service charges, including services rendered free of charge, Fair Practice Code/The Code of Bank's Commitment to Customers.