

KNOW HOW TO LODGE YOUR COMPLAINTS

Statement showing charges
without notice



Failed ATM Transactions



Credit Card related issues



WORRIED?

STEPS TO RESOLVE

Bank



- Lodge complaint at the bank branch register or fill up online on bank's website
- Approach official responsible for complaints resolution

Banking Ombudsman



NO SOLUTION WITHIN
ONE MONTH

- Use the complaint form given in the BO scheme preferably for paper mode
- File an online complaint@ <https://bankingombudsman.rbi.org.in>

FINANCIAL LITERACY • ROAD TO PROSPERITY

Banking Ombudsman



FINANCIAL INCLUSION & DEVELOPMENT DEPARTMENT
RESERVE BANK OF INDIA

www.rbi.org.in

Is your banking complaint unresolved?

Approach the RBI's Banking Ombudsman
– the third umpire in banking.



Umesh Yadav
Indian Cricketer and
RBI Employee

KL Rahul
Indian Cricketer and
RBI Employee

- If the bank does not resolve your complaint to your satisfaction within a month, approach RBI's Banking Ombudsman
- Banking Ombudsman Scheme is a cost-free and hassle-free way to resolve your banking complaints
- Banking Ombudsman Scheme covers a range of deficiencies in banking services



**RBI Kehta Hai...
Jaankar Baniye,
Satark Rahiye!**

For more details, give a missed call to 14440
or visit <https://bankingombudsman.rbi.org.in>
For feedback on this advertisement, write to rbikehtahai@rbi.org.in



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