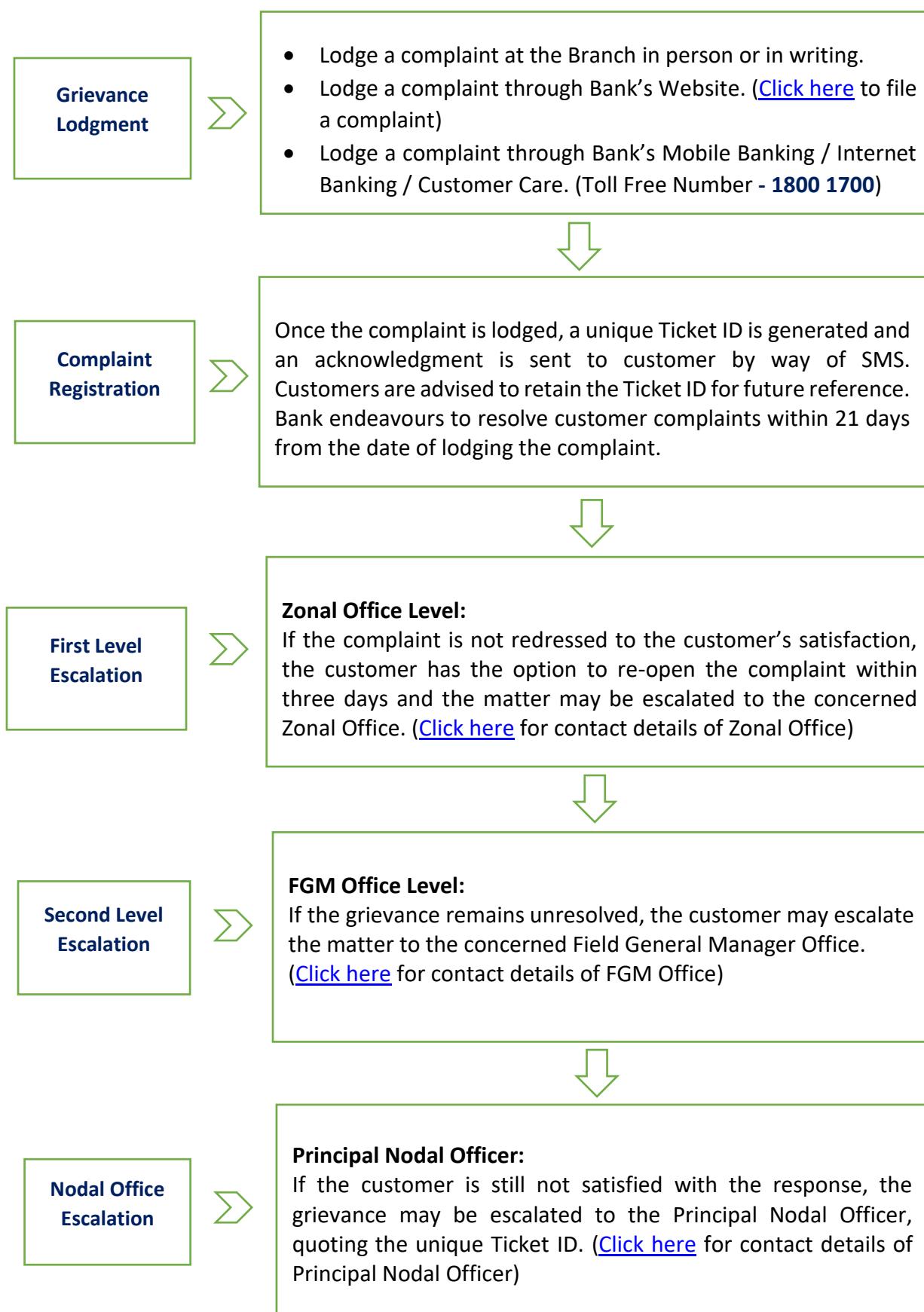


CUSTOMER GRIEVANCE REDRESSAL PROCESS FLOW



Note: If the customer is not satisfied with Bank's final response, customer may approach RBI Ombudsman.