

## COMPLAINT FORM

<b>1. Name of the Complainant</b>	
<b>2. Address in full (for correspondence)</b>	
<b>3. Age</b>	
<b>4. Tel. No. (landline and mobile)</b>	
<b>5. E-mail id if any (Please do not write any other person's e-mail id. Bank will not be responsible for any leakage of secrecy or for any consequences there upon for messages/letters through the given e-mail id)</b>	
<b>6. Name of Branch to which the complaint is related to</b>	
<b>7. Account Number (if any)</b>	
<b>8. Details of the complaint (Attach separate sheet if necessary)</b>	
<b>9. Whether you have already taken up with the Branch Manager, Regional Controller or any other Functionary/ Forum</b>	
<b>Place:</b>  <b>Date:</b>	<b>Signature of the Complainant</b>

## Grievance escalation matrix

<p><b>Level 1</b></p> <p><i>Call our 24-hour customer care on 1800-425-1199 / 1800-420-1199</i></p> <p><i>Email: <a href="mailto:contact@federalbank.co.in">contact@federalbank.co.in</a></i></p> <p><b>(OR)</b></p> <p><i>Contact your Branch.</i></p> <p><b>(OR)</b></p> <p><i>Submit your complaint using the Customer Grievance form</i></p>
<p><b>Level 2</b></p> <p><i>If you are not happy with the resolution, please contact Nodal Officer.</i></p> <p><i>Email: <a href="mailto:grievanceescalations@federalbank.co.in">grievanceescalations@federalbank.co.in</a></i></p> <p><b>Nikhil A</b> <i>Associate Vice President - Nodal Officer</i> <i>The Federal Bank Ltd. 2nd Floor, Municipal Building, Aluva, Ernakulam, Kerala, India, 683101</i> <i>Phone: 0484-2866511</i></p>
<p><b>Level 3</b></p> <p><i>If your complaint has not been handled properly or there has been a delay in resolving the issue to your satisfaction, please escalate to our Principal Nodal Officer:</i></p> <p><i>Email: <a href="mailto:support@federalbank.co.in">support@federalbank.co.in</a></i></p> <p><b>Biju K</b> <i>Executive Vice President - Principal Nodal Officer</i> <i>The Federal Bank Ltd. Federal Towers, Aluva, Ernakulam, Kerala, India, 683101</i> <i>Phone: 0484-2866521</i></p>
<p><b>Level 4</b></p> <p><i>If you are still not satisfied with the resolution of your complaint you can approach Banking Ombudsman. Please take note that the first point for redressal of complaints is the bank itself. The complainants may approach Reserve Bank Integrated Ombudsman through the link below.</i></p> <p><i><a href="#">Click Here</a></i> <i>(<a href="https://cms.rbi.org.in/">https://cms.rbi.org.in/</a>)</i></p> <p><b>OR</b></p> <p><i>Write to CRPC in the below address: Reserve Bank of India, 4th floor, Sector 17, Chandigarh, 160017 RBI Contact Centre – 14448</i></p>

For grievance related to credit cards: <https://www.federal.bank.in/grievance-redressal-credit-cards>