

# **Consumer Charter**

## **2026-27**

***Federal Bank***

**IFSC Banking Unit - GIFT City**

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## A. Vision

To provide transparent, responsible and efficient banking services within the IFSC ecosystem while safeguarding consumer interests and maintaining high standards of integrity, fairness and service excellence.

## B. Mission

The Bank is committed to:

- Deliver banking and financial services in a fair, ethical and customer-centric manner.
- Ensure transparency through appropriate disclosures relating to products, services, charges, terms and associated risks.
- Maintain confidentiality and security of consumer information in accordance with applicable laws and internal policies.
- Promote responsible business conduct and compliance with the regulatory framework applicable to IFSC Banking Units.
- Provide efficient, technology-enabled and secure banking services.
- Foster awareness relating to safe banking practices, fraud prevention and digital security.
- Establish accessible and effective mechanisms for addressing customer complaints and grievances.
- Continuously enhance service quality in line with evolving regulatory expectations and industry standards.

## C. Consumer Rights

Consumers are entitled to:

1. Fair, courteous and professional treatment in all dealings with the Bank.
2. Clear and timely information regarding products, services, applicable charges, obligations and material risks.
3. Access to banking services through secure and reliable service channels.
4. Privacy and protection of personal and transactional information, subject to applicable legal and regulatory requirements.
5. Timely responses to service requests, queries and complaints.
6. Fair and transparent grievance redressal processes.
7. Receive transaction-related records, statements and communications as applicable.
8. Seek clarification regarding products, services and applicable terms before availing banking facilities.

## D. Consumer Responsibilities

Consumers are expected to:

1. Provide complete and accurate information and documents as required under applicable laws and regulatory requirements.
2. Read and understand the terms, conditions and risk disclosures associated with products and services before availing them.
3. Maintain confidentiality of passwords, OTPs and other sensitive credentials.
4. Promptly report any unauthorised transactions, suspicious activities or security concerns to the Bank.
5. Keep contact details and KYC information updated with the Bank.
6. Use banking services responsibly and only for lawful and permitted activities.
7. Exercise appropriate caution while undertaking financial or investment decisions.

## E. Do's

- Verify communications received from the Bank through authorised channels
- Review account statements and transaction alerts regularly.
- Use secure digital platforms and networks for banking transactions.
- Preserve important banking records and communications.
- Immediately report suspected fraud, phishing attempts or cyber incidents.
- Stay informed about important regulatory or security-related advisories.

## F. Don'ts

- Do not share passwords, OTPs, PINs or confidential banking credentials with anyone.
- Do not respond to unsolicited communications seeking sensitive financial information.
- Do not sign incomplete or blank documents.
- Do not rely solely on verbal assurances inconsistent with documented terms and conditions.
- Do not engage with unauthorised persons or entities for financial transactions or services.
- Do not participate in transactions prohibited under applicable laws or regulations.

## G. Grievance Redressal Mechanism

Consumers may contact the Bank through the following channels for complaints, grievances or service-related concerns:

### Level 1 – Complaint Redressal Officer

Name with designation: Pragnesh Maheshkumar Panchal, Deputy Vice President II & Head – IBU GIFT City.

Address: IFSC Banking Unit, Unit No. 703, 7th Floor, Hiranandani Signature, Multi Special Economic Zone, GIFT SEZ, GIFT City, Gandhinagar, Gujarat, 382355.

Email: [ibugift@federalbank.co.in](mailto:ibugift@federalbank.co.in)

### Level 2 – Complaint Redressal Appellate Officer

Name with designation: Lakshmanan V, Group President & Head -Treasury (Treasurer).

Address: Treasury Department, 15th Floor, VIOS Tower, New Cuff Parade, Wadala, Off Eastern Express Highway, Mumbai, 400037. Email: [treasury@federalbank.co.in](mailto:treasury@federalbank.co.in)

### Level 3 – Escalation Mechanism

If a complainant is not satisfied with the decision of the Bank and has exhausted the appellate mechanism of the Bank, complainant may file a complaint before the Authority through email to [grievance-redressal@ifsc.gov.in](mailto:grievance-redressal@ifsc.gov.in) in accordance with the applicable IFSCA grievance redressal framework and timelines.

The Bank shall endeavour to address grievances in a fair and timely manner in accordance with internal policies and regulatory expectations.

This Consumer Charter is issued in alignment with applicable consumer protection principles and regulatory guidance issued by the International Financial Services Centres Authority (IFSCA).

All products and services offered by the IFSC Banking Unit shall be subject to applicable laws, regulations, circulars and internal policies governing operations within the IFSC.

The Bank may review and update this Charter periodically based on regulatory developments and business requirements.