

# 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>

