



Grievance Redressal Policy

Issue number 1

Version date

3 September 2013

Issuer

National Australia Bank Limited, Mumbai Branch
ABN 12 004 004 937

Registered office

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Grievance redressal policy

The purpose of this Grievance Redressal Policy (“Policy”) is to set out the principles on customer complaints handling to ensure that complaints are dealt with professionally, fairly, promptly and diligently.

Customer feedback provides National Australia Bank, Mumbai Branch (“the Bank” or “NAB”) with a valuable insight in terms of how our policies, procedures, and actions are viewed by our customers. Feedback provides the Bank with a means of determining what our customers like about our service and areas where customers believe there is some potential for improvement in the way we do things.

Policy principles

The Bank is committed to providing the customers with a high level of service. However, there may be occasions when complaints and disputes arise. In this instance, the following principles should be used for dealing with customer complaints and disputes.

The underlying principles for dealing with customer complaints are:

1. Customer complaint is important feedback and the Bank will treat it seriously.
2. The Policy and procedures for handling complaints are documented and apply to all customers.
3. Speedy resolution is provided to the customers.
4. Customers are treated fairly at all times.
5. Complaints raised by customers are dealt with courtesy and on time.
6. Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the Bank to their complaints.
7. All complaints are dealt efficiently and fairly.
8. The employees of the Bank work in good faith and without prejudice to the interests of the customer.

To satisfy the above principles, the Bank has incorporated the following elements in the customer complaint handling process:

1. An independent party, the Bank Manager, is empowered to handle customer complaints.
2. A well documented procedure is in place to handle customer complaints, including service standards, e.g., complaint to be acknowledged within 2 days, or immediately if the complaint is received in person at the Bank and the customer to be notified of the outcome within 14 working days.
3. A system namely Opportunity for Successful Communication around Resolution (“OSCAR”) is in place to track all complaints and the adherence to the service standards set.
4. All staff and employees of the Bank are aware of their responsibilities in the customer complaint handling process.
5. Confidentiality:
 - Procedures and OSCAR are designed to protect the identity of customers.
 - Information in relation to a complaint is treated as confidential and is processed by the responsible staff of the Bank strictly on a need-to-know basis.

Complaints/disputes handling responsibilities

The grievance redressal system is to ensure that the redressal sought is just and fair and is within the given frame work of rules and regulation. All the employees of the Bank are aware of the complaint handling process and the grievance redressal mechanism of the Bank. The customer has the right to register his/her complaint if he/she is not satisfied with the services provided by the Bank or its service providers. This Policy is available on the Bank's website and at our branches on request.

The Bank staff and employees are specially trained for handling complaints. The training includes both operations and soft skills, as different customers perceive and react differently to the aspects of complaint handling. The Nodal Officer and other managers, based on their observation of grievance redressal in various service forums, share feedback and staff training needs with the respective departments.

Tracking of customer feedback

Where feedback is received by the Bank, the detailed information relating to the feedback is captured in the designated tracking system (OSCAR) immediately. All feedback is recorded even if resolved immediately. This is required for monitoring of the progress of the complaint/dispute as well as identifying of recurring/systemic issues.

Complaint escalation

It is imperative that the Bank staff or employees attempt to resolve a complaint at the first point of contact. Complaints must be escalated to next senior level for action when the nature of the complaint or the need of the customer is such that the complaint cannot be resolved.

The customer is entitled to make a complaint in writing, orally or telephonically. The customer can approach the Bank to register a complaint through the following levels set out below.

Level 1

Level	Title
Liaison 1	Name: The Branch Manager Address: No 901, 9th Floor Nariman Bhavan, 227 Backbay Reclamation, Nariman Point, Mumbai 400021 Contact number: +91 22 61988200 Email: nabin_customerservice@nabasia.com

Complaints received by the Bank are resolved through a central handling system. The Bank will provide the customer with a customer complaint number which shall be an acknowledgement of the complaint received by the Bank from the customer. Where the customer is not satisfied with the response received on its complaint at Level 1, or if the customer does not receive a response within 7 days at Level 1 then the Customer can escalate the complaint to Level 2.

Level 2

Level	Title
Escalation 1	Name: The Senior Manager, Operational Risk & Compliance the "Nodal Officer" Address: No 901, 9th Floor Nariman Bhavan, 227 Backbay Reclamation, Nariman Point, Mumbai 400021 Contact number: +91 22 61988200 Email: nabin_nodalofficer@nabasia.com

In the event that the customer does not receive a final response within 30 days from the date when the complaint was made, or if the customer is dissatisfied with the same, the customer can approach the Banking Ombudsman for an independent review, details of which are set out below.

Mandatory display requirements

Our Bank has the following in all our branches:

1. Appropriate arrangement for receiving complaints and suggestions.
2. Display of the name, address and contact number of central Nodal Officer(s).
3. Contact details of Banking Ombudsman of the area where the Bank is located.
4. Code of Bank's commitment to customer.

Customer service committees

Customer Service Committee of the Board

This committee comprises of senior officers of the Bank for examining any issues of the customers. The Committee examines any other issues having a bearing on the quality of customer service rendered.

This Committee also reviews the functioning of Standing Committee on Customer Service.

The committee is responsible for the following functions.

1. To formulate the deposit policy.
2. To formulate product approval process.
3. Annual customer satisfaction survey.
4. To look at and decide on policy matters pertaining to Customer Service.
5. To issue guidelines to the Standing Committee on matters relating to customers.
6. To seek and obtain feedback from the standing committee on areas pertaining to customer service in terms of trends of complaints, service issues etc.
7. Review and suggest way forward on the reports put up by the standing committee pertaining to complaints cases of delays in dealing with deceased accounts etc.
8. To have oversight over the implementation of RBI's circulars on customer service issued.
9. To look at all awards given by the Banking Ombudsman to address issues of system deficiencies brought out by the awards.

Standing Committee on Customer Service

The Standing Committee on Customer Service is chaired by the Branch Manager of the Bank. The committee is responsible for various functions. This Committee is also responsible for overseeing the implementation of regulatory requirements on customer service with the respective units.

No complaint to the Banking Ombudsman shall lie unless:

1. The complainant before making a complaint to the Banking Ombudsman, had made a written representation to the Bank and the Bank had rejected the complaint or the complainant had not received any reply within a period of 30 days after the Bank received his representation or the complainant is not satisfied with the reply given to him by the Bank.
2. The complaint is made not later than one year after the complainant has received the reply of the Bank to his representation or, where no reply is received, not later than one year and one month after the date of the representation to the Bank.
3. The complaint is not in respect of the same subject matter which was settled or dealt with on merits by the Banking Ombudsman in any previous proceedings whether or not received from the same complainant or along with one or more complainants or one or more of the parties concerned with the subject matter.
4. The complaint does not pertain to the same subject matter, for which any proceedings before any court, tribunal or arbitrator or any other forum is pending or a decree or award or order has been passed by any such court, tribunal, arbitrator or forum.
5. The complaint is not frivolous or vexatious in nature.
6. The complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.

Level 3

Level	Title
Escalation 2	Banking Ombudsman For further information on the Banking Ombudsman scheme please visit http://bankingombudsman.rbi.org.in .

Branch Level Customer Service Committee

The Branch Level Customer Service Committee encourages formal communication between customers and the Bank at a branch level, thereby strengthening the branch service with the active involvement of its customers. The committee provides a monthly forum for direct interaction with a cross section of branch customers. Branch customers who are Senior Citizens are also invited to these forums and encouraged to share their views on branch service.

For more information call
National Australia Bank Limited,
Mumbai Branch

+91 22 6198 8200

or visit www.nabasia.in