

Information on Banking Ombudsman Scheme 2006

We participate in the Banking Ombudsman Scheme, 2006 as amended from time to time of the Reserve Bank of India.

If you have not received a response from us within one month after we have received your complaint, or if you are not satisfied with the reply given by any of our above channels, you may approach the Banking Ombudsman. Contact details of the Banking Ombudsman in Mumbai are:

Reserve Bank of India,
4th Floor, RBI Byculla Office Building,
Opp. Mumbai Central Railway Station,
Byculla,
Mumbai 400 008
Ph: 022 2302 2028/, Fax: 022 2302 2024, Email:
bomumbai@rbi.org.in

The Nodal Officer for Banking Ombudsman at our bank is Ravi Sureka, who can be contacted at the below mentioned address:

Credit Suisse AG,
10th Floor, Ceejay House,
Plot F, Shivsagar Estate,
Dr. Annie Besant Road,
Worli, Mumbai 400 018
Ph: 022 6777 3647, Fax: 022 6777 3545,
Email: ravi.sureka@credit-suisse.com

For the salient features of the Banking Ombudsman Scheme 2006 as amended from time to time please follow the link mentioned below:

https://rbidocs.rbi.org.in/rdocs/Content/PDFs/BOS2006_2302017.pdf

A copy of this Scheme is displayed and available on request at our Mumbai branch.

For details of our Senior Management please see the contacts listing maintained on our website.