
Credit Suisse AG, Mumbai Branch

Customer Redressal Policy

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1. Scope and Purpose

As a service organization, customer service and customer satisfaction is the prime concern of Credit Suisse. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism. It also aims at ensuring prompt redressal of customer complaints and grievances.

We define a complaint as any expression of dissatisfaction, justified or not, about any aspect of our business. The bank's policy on grievance redressal follows the under noted principles:

- a) Customers be treated as fairly at all times
- b) Complaints raised by customers are dealt with courtesy and on time
- c) Customers are fully informed of avenues to escalate their complaints/grievances within the bank and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints
- d) The bank will treat all complaints efficiently, transparently and fairly as they can damage the bank's reputation and business if handled otherwise
- e) We operate to an agreed and documented complaints process
- f) The bank employees must work in good faith and without prejudice to the interests of the customer
- g) The policy document is available at the branch and Branch Manager can be contacted for issues pertaining to the same
- h) We retain information relating to the complaint, which helps us in analyzing the causes for the same. Addressing these causes will help us in reduction of the complaint numbers and providing a better service experience

While dealing with the customer complaint, the bank internal policy on such issue will also be followed.

2. Resolution of Grievances

The customer has the right to register its complaint if it is not satisfied with the services provided by the bank. It can give its complaint in writing, orally or over telephone. All complaints received are recognized and recorded by branch officials. The bank has a system of acknowledging the complaints, where the complaints are received through letters. If the complaint is not resolved within the given time (not later than one month) or if the customer is not satisfied with the solution provided by the bank, the

complainant can approach the Banking Ombudsman with the complaint or other legal avenues available for grievance redressal.

Various channels available to customers for redressal of issues are as follows:

Branch :

Customers can walk into our Branch and speak to the Branch Manager / Advisors to whom complaints can be made, for resolution of their issues. Complaint registers are maintained at the branch of the bank at prominent places.

Email:

Customer can also write to
list.india-bank-bran-ops@credit-suisse.com,
list.branchadvisor@credit-suisse.com

Letter:

Customer may send a **Letter** to -
Mr. Ravi Sureka
Vice President – General Counsel
Credit Suisse AG
10th floor, Ceejay House, Plot F, Shivsagar Estate
Dr Annie Besant Road, Worli,
Mumbai 400018
E-mail ID: ravi.sureka@credit-suisse.com
Tel: +91 22 6777 3545

3. Time Frame

We shall do our best to resolve the complaint on the priority (not later than one month) to the customer's satisfaction. Some complex complaints which would require time for examination of issues involved, may take a longer time to resolve. However, even in such cases, customers will be informed about the status of their complaint within this period. We focus on the quality and completeness of the response, with speed of delivery being an important but not overriding factor.

4. Banking Ombudsman Scheme

If customers do not receive a response from us within one month after we have received the complaint, or if they are not satisfied with the reply given by us, they may approach the Banking Ombudsman. The details of the Banking Ombudsman Scheme as well as the contact details of the Ombudsman for respective City or State are available on www.bankingombudsman.rbi.org.in. This link is displayed on our website as well. A copy of this Scheme is available on request and the salient features of this Scheme are displayed in our branch.

For the convenience of the customers, following have also been displayed at all our branches:

- Appropriate arrangement for receiving complaints and suggestions
- The name, address and contact number of Nodal Officer(s) of the bank
- Contact details of Banking Ombudsman of the area

The nodal officer of the bank is kept informed on the complaints which are not redressed within one month. The details of the Banking Ombudsman where the complainant can approach are included in the final closure letters/emails for such cases.

5. Interaction with customers

The bank recognizes that customer's expectation /requirement / grievances can be better appreciated through personal interaction with customers by the bank's staff. We conduct meetings of customer service committee to gauge feedback and suggestions for improvement in customer service and increase awareness of the bank's products and services among customers. The minutes of these meetings will be placed before the Local Management Committee (LMC).

6. Internal Machinery to handle Customer complaints / grievances

Standing Committee on Customer Service

The Standing Committee on Customer Service chaired by the Branch Manager comprising the Heads of Business, Operations, Compliance, Legal, and members from the public/ customers will convene once in two months. The committee would broadly cover the following functions:

- Evaluating feedback on quality of customer services
- Monitoring the quality of customer services rendered by the bank
- Ensuring compliance of all regulatory requirements regarding customer services.
- Implementing commitments in the Bank's " code of commitment " and other regulatory instructions concerning customer service
- Reporting its performance to the Local Management Committee / Customer service committee of the board
- Reviewing customer complaints and emerging trends
- Analysing audits and surveys to gauge customer satisfaction
- Analysis of the complaints and the steps/ measures taken in that regard to ensure timely redressal of customer grievances
- Ensure smooth and effective functioning of the Banking Ombudsman Scheme, Addressing any other issue having a bearing on the quality of the customer service rendered or any other issues as may be stipulated by RBI from time to time

Customer Service Committee of the Board/ Local Management Committee

The committee would broadly cover the following functions:

- Ensure compliance to directives of RBI on Customer Service
- Discussion on Business/new products
- Review of Customer Service Manuals and dissemination of information to customers
- Formulate and annual Review of Customer service related policies such as Comprehensive Deposit, Cheque Collection, Customer Compensation, Customer Grievance Redressal, etc.
- Analysis of Customer Queries received during the quarter and necessary action thereon.
- Analysis of the complaints and the steps/ measures taken in that regard to ensure timely redressal of customer grievances
- Ensure smooth and effective functioning of Banking Ombudsman Scheme
- Review and Deliberate on Customer Service
- Appointment of Nodal department / Official for customer service in the bank

Any other issue having a bearing on the quality of the customer service rendered or any other issues as may be stipulated by RBI

7. Addressing Customer Grievances

The customers can highlight their complaints / issues with our Bank vide the channels mentioned earlier in the policy. The bank officer with whom the customer has raised the issue is responsible for the resolution of complaints / grievances. The Branch Manager can also be contacted by the customers for lodging their complaints. The bank officers will ensure closure of all complaints to the customer's satisfaction. They will ensure that the complaint is escalated to the appropriate levels in case it is not possible to resolve at his/her level. Whilst the ultimate endeavor is to ensure we reach a situation where our customers don't have to complain to senior management to get an effective redressal, we have put in a robust mechanism to handle these complaints, review them from a point of view of understanding reasons for the complaint and for the escalation and working on prevention of recurrence thereof.

Reference

DBOD No.Leg.BC. 21/09.07.006/ 2014-15	01.07.2015	Master Circular on Customer Service in Banks
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