

## **1. Introduction**

In the present scenario of competitive Banking, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity. This is more so for banks because banks are service organizations. As a service organization, customer service and customer satisfaction should be the prime concern of any bank. Credit Agricole CIB, India, ('the bank') believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances.

The Bank's policy on grievance redressal follows the under noted principles.

- Customers be treated fairly at all times
- Complaints raised by customers are dealt with courtesy and on time
- 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.
- Bank will treat all complaints efficiently and fairly as they can damage the bank's reputation and business if handled otherwise.
- The bank employees must work in good faith and without prejudice to the interests of the customer.

### **Our service commitment**

At Credit Agricole CIB, India, we are committed to providing convenient and reliable solutions to help customers achieve their financial goals. We consider customer satisfaction as a critical measure of our success. Customer complaints or any expression of dissatisfaction about a product or service or non-compliance to the Code of Bank's Commitment to Customers will be dealt with courteously and within a defined time frame. We shall act in good faith and treat our customers fairly at all times. We shall continuously strive to improve our service quality through meaningful analysis of the complaints with a view to enhance customer experience.

### **1.1 CREATING AWARENESS:**

Customers will be given information regarding the following:

- Process for filing of complaint;
- Process for escalation of complaint to a higher authority in the Bank in case of delayed or unsatisfactory response;
- Their rights to alternative remedy in case of dissatisfaction with Bank's response to their complaint.
- Appropriate displays will be put up at branches giving the above information.
- All employees of the Bank will be trained to handle customer complaints and be fully aware of the Bank's policy and process with regard to grievance redressal.

## **2. Internal Machinery to handle Customer complaints/ grievances**

### **2.1 Channels of complaints**

Customers can give his complaint in writing, orally or over telephone. Customers can write to the Bank at "Hoechst House, 11th, 12th, 14<sup>th</sup> Floor, Nariman Point, Mumbai 400 021." Customers can also register their grievances by submitting a duly filled in 'Grievance Redress Form' as specified in Annexure I to this policy. In case of a visit to the Branch, customers can approach any branch and speak to Relationship Manager (RM) for resolution of their issues.

### **2.2 Customer Service Committee**

As per requirements, a Customer Service Committee is constituted at the Apex level, to address issues like, interalia,

- implementation of commitments in the Code of Bank's Commitments to Customers
- consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice
- formulation of deposit policy for the Bank,
- establishment of product approval process,
- operation of deceased depositor's accounts,
- survey of depositor satisfaction,
- examination of any other issues having a bearing on the quality of customer service rendered,
- placing status of all outstanding awards issued by Banking Ombudsmen,

- placing the review of the policy pertaining to customers of the Bank.

Credit Agricole CIB, India, has formed a Customer Service Committee consisting of

1. Senior County Officer, Chairman
2. Chief Operating Officer, Member
3. Head - Corporate Coverage, Member -
4. Head - Mumbai Liaison Back Office, Member
5. Head - Compliance, Member

When required, senior executives of the Bank from the branches and from the head office will also be invited for attending the meetings of the Committee. Besides the Committee would also, from time to time, invite clients to participate in their meeting so as to invite inputs, feed back/ suggestions for improvement in customer service and understand their concerns, if any.

### **2.3 Nodal Officer to handle complaints and grievances**

A Nodal Officer of the rank of Head - Compliance (or its equivalent) will be responsible for the implementation of this policy and complaints handling for the entire Bank. As stated above, customers can register their grievances by submitting a duly filled in Grievance Redress Form' as specified in Annexure I to this policy. Alternatively, a complaint registers is kept at the main desk of every branch so as to make it possible for the customers to enter their complaints. Every complaint received shall be acknowledged and an acknowledged slip shall be given to the customer immediately at the time of noting the complaint. In case complaints are received through letters, the Nodal Officer shall inform the customer by post of having received the complaint. In cases where, complaints are not redressed within one month, the Nodal Officer will forward a copy of the same to the concerned Nodal Officer under the Banking Ombudsman Scheme and keep him updated regarding the status of the complaint. Besides, on redressal of the complaint, the final letter sent to the customer, will indicate that the complainant can also approach the concerned Banking Ombudsman.

### **3. Mandatory display requirements**

The following is made available at the every branch of the Bank –

- Appropriate arrangement for receiving complaints and suggestions.
- The name, address and contact number of Nodal Officer

- Contact details of Banking Ombudsman of the area
- Code of bank's commitments to customers/Fair Practice code

#### **4. Resolution of Grievances**

The Nodal Officer is responsible for the resolution of complaints/grievances in respect of customer's service by the Bank and its branch. He is responsible for ensuring closure of all complaints received at the Bank and its branches. It is his foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he will provide with alternate avenues to escalate the issue. Further, willful defaulters, who feel that they have been wrongfully classified as a willful defaulter, can also register his/her/their grievance with the Nodal Officer for redressal.

##### **4.1 Time frame for resolving complaints**

We believe that swift resolution of complaints will give us a distinct competitive advantage. It is our endeavor to resolve complaints within 15 working days. Should it take more than 10 working days to resolve a complaint, customers will be sent an interim response intimating the expected date of resolution. In the event the customer does not receive any response within one month from the date the Bank first received your representation, or if the customer is dissatisfied with the response given by the Bank, the customer may write to the Banking Ombudsman, a statutory body appointed by the Reserve Bank of India under its Banking Ombudsman Scheme 2006, to look into the provision of satisfactory service by Banks.

#### **5. Sensitizing operating staff on handling complaints**

The Nodal Officer is responsible for training staff for handling complaints and informing of the changes in regulatory requirements. Also, the Nodal Officer has the responsibility to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels.

Mumbai  
Date –March 15, 2010

**Annexure 1**
**Grievance Redressal Form**
**Account Number**

	/		/		/		/			
--	---	--	---	--	---	--	---	--	--	--

**Account Holder Name** \_\_\_\_\_

**Name of the complainant** \_\_\_\_\_

**Address** \_\_\_\_\_

**Pin Code**

--	--	--	--	--	--

**Tel. No.**

			-										
--	--	--	---	--	--	--	--	--	--	--	--	--	--

With STD Code

**Fax**

			-										
--	--	--	---	--	--	--	--	--	--	--	--	--	--

With STD Code

**Mobile**

--	--	--	--	--	--	--	--	--	--	--	--

**E-Mail** \_\_\_\_\_

**Detailed Description of Complaint**
**Event Date** \_\_\_\_\_

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**Customer Signature**
**Date:** \_\_\_\_\_

**Complaint Resolution Date:** \_\_\_\_\_

**Steps Taken:** \_\_\_\_\_  
 \_\_\_\_\_

 \_\_\_\_\_  
**Customer Signature**
**Date:**