Crédit Agricole CIB IFSC Banking Unit in India

Investor Complaint Procedure

Crédit Agricole CIB is dedicated to meeting the needs of its clients; thus, feedback and recommendations regarding our services and/or our service providers are extremely important.

Should you have any grievances concerning the services provided by Crédit Agricole CIB IFSC Banking Unit, clients may reach out to:

Level 1 - Complaint Redressal Officer (CRO) - Rohan Dholakia
Level 2 - Complaint Redressal Appellate Officer (CRAO) - Rajiv Ap

If a complaint is not disposed off within 30 days of acceptance or the complainant is not satisfied with the resolution provided by the regulated entity or if the complaint has been rejected by the regulated entity, the complainant may file an appeal to the CRAO preferably within 21 days from the receipt of the CRO’s decision.

Level 3 – Grievance Redressal / International Financial Services Centres Authority (IFSCA)

Where a complainant is not satisfied with the decision of the regulated entity and has exhausted the appellate mechanism of the regulated entity, the complainant may file an appeal to the Authority through email preferably within 21 days from the receipt of the regulated entity’s decision to grievance-redressal@ifsca.gov.in.