

# SBM

## Complaint Handling / Customer Grievance Redressal Policy

---

Document Version: 1.0

---

Policy ID: 1.11.1.1\_IND

---

Prepared by: Risk Management

**Document Review & Approval History:**

(All revisions made to this document are listed in chronological order)

Version No.	Date	Changes	Reviewed by	Approved by

**Table of Contents**

1 INTRODUCTION .....4

    1.1 Definition.....4

    1.2 Purpose and scope .....4

2 GUIDING PRINCIPLES .....5

    2.1 Guiding Principles.....5

3 FILING A COMPLAINT .....5

    3.1 Filing a Complaint.....6

        3.1.1 Tier 1 .....6

        3.1.2 Tier 2 .....6

        3.1.3 Tier 3 .....6

        3.1.4 Banking Ombudsman.....7

    3.2 Response to Complaints.....8

        3.2.1 Nodal Officers .....8

        3.2.2 Customer Service Committee .....8

        3.2.3 Customer Servicing Forum.....9

4 MANDATORY DISPLAY REQUIREMENTS.....9

5 INTERACTION WITH CUSTOMERS .....10

6 REVIEW OF COMPLAINT HANDLING PROCESS.....10

7 INTERACTION WITH CUSTOMERS AND SERVICE RECOVERY.....10

8 SENSITIZING OPERATING STAFF ON HANDLING COMPLAINTS.....11

1 INTRODUCTION	Operational	Status
<p><b>1.1 Definition</b></p> <p>SBM defines the term 'complaint' as any expression of dissatisfaction (justified or unjustified) or grievance conveyed to the bank either orally or through any channel. It can be about a staff member, a product, service, process, service failure, excessive delays, errors, and malfunctioning of ATMs or automated systems or customer showing intent to escalate to higher management. A complaint is not a query (even if about something that is incorrect) or a request for information.</p>		<b>M</b>
<p><b>1.2 Purpose and scope</b></p> <p>The Policy aims to:</p> <ul style="list-style-type: none"> <li>• to ensure that customers including borrowers are treated fairly at all times</li> <li>• ensure complaints raised by customers are dealt with on time and with courtesy</li> <li>• to ensure that customers are fully informed of the various avenues open to them to escalate their grievance/complaint within the organisation and the alternative remedies available to them</li> <li>• understand the root cause of complaints and, based thereon, review the delivery standards, update the training program and implement deterrent and disciplinary measures</li> </ul>		<b>M</b>

2 GUIDING PRINCIPLES	Operational	Status
<p><b>2.1 Guiding Principles</b></p> <p>1) <b>The Fairness:</b> The complaint handling policy shall recognize the need to be fair to both the complainant and the organization or person against whom the complaint is made</p> <p>2) <b>Visibility:</b> The complaints handling policy shall be well publicized to consumer / clients and staff, and shall include information to customers about the right to complain</p> <p>3) <b>Access:</b> The complaints handling process shall be accessible to all and ensure that information is readily available on the details of making and resolving a complaint</p> <p>4) <b>Responsiveness:</b> The complaints policy shall mandate that complaints be dealt with within the specified timelines and the complainants shall be treated courteously</p> <p>5) <b>Reviews:</b> The complaints handling process shall be reviewed regularly to ensure that it is efficiently delivering effective outcomes</p>		M

3 FILING A COMPLAINT	Operational	Status
<p><b>3.1 Filing a Complaint</b></p> <p>The bank has a 3-tier approach for managing complaints, namely at Branch, Head Office and the Chief Executive Level. Complaints received at each level will be immediately acknowledged and dealt with appropriately.</p> <p><b>3.1.1 Tier 1</b></p> <p>Customers can explain details of the issues concerned to any SBM staff or will log or write to the relevant Unit Leader by:</p> <ol style="list-style-type: none"> <li>I. Visiting any of our service units; relevant addresses may be found at <a href="http://www.sbmgroup.mu">www.sbmgroup.mu</a></li> <li>II. Contacting the bank on the following:</li> </ol>		M
		M

<p><b>Telephone:</b> (91) (22) 43028888  <b>Fax :</b> (91) (22) 2284 2966  <b>Email:</b> <a href="mailto:compliance@sbm-india.com">compliance@sbm-india.com</a></p> <p>III. Writing a letter to the bank at the following address:  <b>Address:</b> The Compliance Manager  SBM Bank ( Mauritius) Ltd  101 Raheja Centre, Free Press Journal Marg, Nariman Point  Mumbai 400 021  INDIA</p> <p>Note: The Chief Executive Officer of SBM Bank (Mauritius) Ltd, India is the Nodal Officer who will be responsible for the implementation of customer service and complaint handling for the entire India operation.</p> <p><b>3.1.2 Tier 2</b>  If a customer is not satisfied with the response that SBM has provided or has not heard from the bank within 10 days, the issue can be escalated by writing to the address mentioned below:  <b>The Head of Customer Service</b>  <b>SBM Bank ( Mauritius) Ltd</b>  <b>State Bank Tower,</b>  <b>1, Queen Elizabeth II Avenue, Port Louis</b>  <b>Mauritius.</b>  <b>Tel: (230) 202 1543</b>  <b>Fax: (230) 202 1234</b>  <b>Email: <a href="mailto:vikash.bheemsingh@sbggroup.mu">vikash.bheemsingh@sbggroup.mu</a></b></p> <p><b>3.1.3 Tier 3</b>  If the customer still feels that his concerns have not been fully addressed or if she does not hear from the Head of Customer Service within 7 days, he/she may write to -  <b>The Chief Executive</b>  <b>SBM Bank ( Mauritius) Ltd</b>  <b>State Bank Tower,</b>  <b>1, Queen Elizabeth II Avenue, Port Louis</b>  <b>Mauritius.</b>  <b>Tel: (230) 202 1545</b>  <b>Fax: (230) 202 1234</b>  <b>Email: <a href="mailto:sbm@sbggroup.mu">sbm@sbggroup.mu</a></b></p> <p><b>3.1.4 Banking Ombudsman</b>  In the event customers have not received any response within one month from the date the Bank first received his/her representation, or if the customer is dissatisfied with the response given by SBM-India, he/she may write to the Banking Ombudsman. The Banking Ombudsman Scheme, 2006 was introduced with the object of enabling resolution of complaints relating to provision of banking services and resolving disputes between a bank and its constituent through the process of</p>		<p>M</p> <p>M</p> <p>M</p>
--	--	----------------------------

<p>conciliation, mediation and arbitration in respect of deficiencies in customer service. After detailed examination of the complaints / grievances of customers of banks and after perusal of the comments of banks, the Banking Ombudsmen issue their awards in respect of individual complaints to redress the grievances. The contact details of the banking ombudsman of the area are displayed at each branch.</p>		
---	--	--

### 3.2 Response to Complaints

SBM India has a nodal department / official for customer service in the Controlling Office in Mumbai, with whom the customers with grievances can approach in the first instance and with whom the Banking Ombudsman and RBI can liaise.

The Nodal Officer in India is responsible for the implementation of customer service and complaints handling for the entire Indian operations of the bank.

A Complaint/Suggestion Box is available at each branch /office of the bank. Customers can meet the branch manager regarding grievances remaining unredressed. Every complaint received will be acknowledged and an acknowledgement slip/copy will be given to the customers when the complaint is made. If complaints are received by letters or e-mail, the Nodal Officer will send the acknowledgement of the complaint to the customer by post or e-mail as the case may be.

SBM India will ensure that

- The Principal Nodal Officer appointed under the Banking Ombudsman Scheme is of a sufficiently senior level
- Contact details including name, complete address, telephone / fax number, email address, etc., of the Principal Nodal Officer who will be a Senior Officer of the bank is displayed in the portal of the bank on the first page of the bank's web-site.
- Grievance Redressal Mechanism (GRM) will be made simpler even if it is linked to call centre of customer care unit without customers facing hassles of proving identity, account details, etc.
- Where complaints are not redressed within one month, the concerned branch / Controlling Office will forward a copy of the same to the Nodal Officer concerned under the Banking Ombudsman Scheme and will keep him updated regarding the status of the complaint.

#### 3.2.1 Customer Service Committee

SBM India will establish a branch level customer service committee to encourage a formal channel of communication between the customers and the bank at the branch level. The branch level committee will meet at least once a month to study complaints/suggestions, cases of delay; difficulties faced / reported by customers / members of the Committee and evolve ways and means of improving customer service.

##### 3.2.1.1 Role of the Customer Service Committee

- Evaluate feedback on quality of customer service and implementation of commitments
- The Committee is responsible to ensure that all regulatory instructions regarding customer service are followed by the bank. To achieve this, the committee would obtain necessary feedback from zonal/regional

M

M



<p>managers/ functional heads</p> <ul style="list-style-type: none"> <li>• The committee will consider unresolved complaints/grievances referred by functional heads responsible for redressal and offer their advice</li> <li>• The committee will submit reports on its performance to the customer service committee of the board at quarterly intervals.</li> </ul> <p>The Customer Service Committee could also address the following:</p> <ul style="list-style-type: none"> <li>• issues such as the treatment of death of a depositor for operations of his account</li> <li>• annual survey of depositor satisfaction</li> <li>• Triennial audit of such services.</li> </ul> <p><b>3.2.2 Customer Service Forum</b></p> <p>The Standing Committee on Customer Service is the micro level executive committee driving the implementation process and providing relevant feedback, while the Customer Service Committee of the Board would oversee and review / modify the initiatives.</p> <p>The Forum should also receive quarterly reports giving inputs / suggestions from the branch level customer service committee, which would enable it to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy / procedural action.</p>		<p>M</p> <p>M</p>
---	--	-------------------

4 MANDATORY DISPLAY REQUIREMENTS	Operational	Status
<p>The bank will provide;</p> <ul style="list-style-type: none"> <li>• Appropriate arrangement for receiving complaints and suggestions.</li> <li>• The name, address and contact number of Nodal Officer(s)</li> <li>• Contact details of Banking Ombudsman of the area</li> <li>• Code of bank’s commitments to customers/Fair Practice code</li> </ul>		<p>M</p>

5 INTERACTION WITH CUSTOMERS	Operational	Status
<p>SBM India recognizes that the customer’s requirements/ expectations/ grievances can be better appreciated through personal interaction with the customer by the bank’s staff. Structured customer meets will give feedback for improvement in customer service.</p>		<p>M</p>

6 INTERACTION WITH CUSTOMERS AND SERVICE RECOVERY	Operational	Status
<p>For customers' accounts that are relationship managed, the Relationship Manager, Private or Personal Banker will take ownership of the complaint and communicate with the customer. The Customer Service Assistant will support with the investigation, provide advice and supply templates. The post service recovery or follow-up is to be ensured by the Relationship Manager, Private or Personal Banker.</p> <p>For Non relationship managed customers, the Customer Service Assistant will call and manage the customers, and will be responsible for post service recovery</p>		<p><b>M</b></p>