

Grievance / Complaint Form

Kotak Mahindra Bank Ltd.

Service Quality, 4th Floor, Bldg No.21, Kotak Infiniti, Infinity Park, Off. Western Express Highway,
General AK Vaidya Marg, Malad (E) Mumbai - 400 097

Branch : _____

Date: _____

Name of Customer: _____

Type of Account : Savings Current Term Deposit Demat Loan Others

CRN Number: _____

Account / Loan Account No. : _____

Contact: (Office No.) _____ (Resident No.) _____

(Mobile No.) _____ (Fax No.) _____

(Email) _____

Details of previous complaint lodged (if any): Yes No

Date of previous complaint: _____

Date of response by the bank: _____

Details of the grievance / complaint: If space is not sufficient, please enclose separate sheet.

Signature of Customer

NOTE: The first point for redressal of the complaint is the Bank itself and that the complainant may approach the Banking Ombudsman only if the complaint is not resolved at the Bank level within a month