



Complaint process flowchart

ANZ India

Complaint process flowchart

Customer can raise complaints through various channels.

Email

IN.Clientservices@anz.com or Nodal.officer@anz.com

Call

Local number : +91 22 41120235 / Local toll free: 0008006101008 / Overseas number: +65 6637 7671

Branch

Mumbai Branch

Altimus, 2101, 21st Floor, Pandurang Budhkar Marg, Worli, Mumbai 400 018, Maharashtra, India.

Gurugram Branch

The Executive Centre, Unit 8, Level 6, DLF Downtown, Block II, DLF City Phase III, Sector 25A, Gurgaon 122002, India.

Bengaluru Branch

Hoysala Corpus, 1st Floor, Nandi Cross, NH - 7, Devanahalli, Bengaluru 562 110, Karnataka, India.

Level 1: Acknowledgement within 24 hours verbally or via e-mail and try to Resolve within 5 business days or notify of the delay including the reason to customer.

Level 2: Unresolved > 5 - 10 business days. Written response (email or letter) needs to be provided to the customer outlining the resolution. Internally escalate to line manager and BG&C.

Level 3: Unresolved >10 business days or if the customer is not satisfied with the response received from ANZ, escalate to Principal Nodal Officer - pno@anz.com or ANZ Country Head (CEO) - Mr. Carl Kingston (Carl.Kingston@anz.com).

Level 4: No response from ANZ within 10 business days or if the customer is not satisfied with the response received from ANZ, approach Banking Ombudsman appointed by the RBI. <https://bankingombudsman.rbi.org.in>

