

AU SMALL FINANCE BANK LIMITED

GRIEVANCE REDRESSAL MECHANISM

While we always strive to provide the best of customer service, there may be occasions, when our customers' requirement might not be fully met. Such incidents may please be brought to the notice of the Branch Manager. Details of the Branch Manager are available at respective Branches.

In case of non-resolution of grievances within 7 days to customer's satisfaction, they may escalate their grievance to the Regional Nodal Officer(s) and thereafter to the Principal Nodal Officer after expiry of further 7 days.

Details of Regional Nodal Officer are as follows:

| Name | Region | Address, Contact Number & Email ID |
|---------------------|--|--|
| Prashant Kasliwal | Rajasthan | AU SMALL FINANCE BANK LIMITED Plot No. C-6, Harikishan Somani Marg, Ajmer Road, Jaipur, Rajasthan, PIN - 302001 +91 73400 12367 rno.jaipur@aubank.in |
| Manish Ghosal | Madhya Pradesh | AU SMALL FINANCE BANK LIMITED 6th Floor, Dhan Trident Block No. B-3, PU-4, Building, Near Vijay Nagar, AB Road, Indore - 452010 +91 8108119708 rno.bhopal@aubank.in |
| Manish Ghosal | Chhattisgarh | AU SMALL FINANCE BANK LIMITED Plot No. 22, Sheet No. 9, Near Daga Petrol Pump, Fafadik Chowk, Raipur, Chattisgarh, PIN - 492001 +91 81081 19708 rno.raipur@aubank.in |
| Rasmiranjan Sarangi | Maharashtra and Goa | AU SMALL FINANCE BANK LIMITED Corporate House, G Block, 2nd Floor, Kanakia Zillion, Junction of LBS & CST Marg, BKC Annex, Kurla (West), Mumbai, PIN - 400070 +91 8422879342 rno.mumbai@aubank.in |
| Inderdeep Kaur | Delhi, Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh | AU SMALL FINANCE BANK LIMITED F-4, Ground Floor, East of Kailash, New Delhi, PIN - 110024 +91 81300 96629 rno.delhi@aubank.in |
| Naveen Aggarwal | Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana. | AU SMALL FINANCE BANK LIMITED SCO 45 – 46, Sector 8 C, Chandigarh, PIN - 160018 +91 97733 80617 rno.chandigarh@aubank.in |
| Deep Patel | Gujarat | AU SMALL FINANCE BANK LIMITED Ground floor, Shital Varsha Complex, Shivranjani, Cross Road, Satellite, Ahmedabad, PIN - 380009 +91 8980018728 rno.ahmedabad@aubank.in |

| Name | Region | Address, Contact Number & Email ID |
|-----------------------|---|---|
| Vidyanand Junjarwad | Karnataka | AU Small Finance Bank Ltd Ground & First Floor, Smart Avenue No. 28 Residency Road, Bangalaoe-560025 +91 8306994023 rno.bangalore@aubank.in |
| Naveen Aggarwal | Union Territories of Jammu & Kashmir and Ladakh | AU SMALL FINANCE BANK LIMITED Sh. Hardev Singh, Khasra No. 8, Shivaji Chowk, Sector 14, Ground Floor, Near Zorawar Singh Chowk, Nanak Nagar, Bahu Plaza, Jammu - 180004 +91 97733 80617 rno.jammu@aubank.in |
| Vikash Kumar | Uttar Pradesh (excluding Districts of Ghaziabad, Gautam Buddha Nagar, Saharanpur, Shamli, Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha) and Dehradun | AU SMALL FINANCE BANK LIMITED SCO No. 240, Sector 12, Part 1, Urban Estate, Karnal, Haryana 132001 +91 81302 22154 rno.kanpur@aubank.in |
| Pankaj Agarwal | West Bengal | AU SMALL FINANCE BANK LIMITED 56A, Hemanta Basu Sarani, Stephen House, BBD Bag, KOLKATA-700001 +91 8905111320 rno.Kolkata@aubank.in |
| Mudoju Shraavan Kumar | Telangana & Andhra Pradesh | AU SMALL FINANCE BANK LIMITED 3-5-908/1,2,3, Ground Floor, Himayat Nager, Hyderabad – 500029 +91 9257021014 rno.hyderabad@aubank.in |
| Pankaj Agarwal | Odisha | AU SMALL FINANCE BANK LIMITED Plot No - 123, 124, Cuttack Puri Road, Laxmisagar - 1, Unit No-30, Khurda, Bhubaneswar – 751006 +91 8905111320 rno.bhubaneshwar@aubank.in |
| S Chandru | Tamil Nadu, Kerala & Union Territory of Puducherry | AU SMALL FINANCE BANK LIMITED NO. 137, Anna Salai, Mount Road, Chennai - 600002 +91 9773351909 rno.chennai@aubank.in |
| Pankaj Agarwal | Bihar | AU SMALL FINANCE BANK LIMITED Ground Floor, Chandi House, Exhibition Road, Patna- 800001, Bihar, India +91 8905111320 rno.patna@aubank.in |

| Name | Region | Address, Contact Number & Email ID |
|----------------|-----------|--|
| Pankaj Agarwal | Jharkhand | AU SMALL FINANCE BANK LIMITED 101-102 1st floor H-Square, opp. Westside, Lalpur, Ranchi-834001, Jharkhand, India +91 8905111320 rno.ranchi@aubank.in |
| Vikash Kumar | Haryana | AU SMALL FINANCE BANK LIMITED SCO No. 240, Sector 12, Part 1, Urban Estate, Karnal, Haryana 132001 +91 81302 22154 rno.haryana@aubank.in |
| Pankaj Agarwal | Assam | AU SMALL FINANCE BANK LIMITED Ground Floor, NBS Tower, G S RD, Near Datamation, Bora Service, Guwahati, Assam 781007, India +91 8905111320 rno.guwahati@aubank.in |

Details of Principal Nodal Officer are as follows:

Principal Nodal Officer Name:

Mr. Deepak Babber
AU SMALL FINANCE BANK LIMITED
Bank House, 6th Floor, Mile 0, Ajmer Road,
Jaipur, Rajasthan, PIN - 302001

Contact Number:

0141-6660645

Email ID:

pno@aubank.in

If you are still not satisfied with the resolution provided, you may approach to Banking Ombudsman, Reserve Bank of India to lodge a complaint at Complaint Management System Portal:

<https://cms.rbi.org.in>

Or,

Handwritten complaints can be addressed to,
Centralised Receipt and Processing Centre,
Reserve Bank of India, 4th Floor, Sector 17, Chandigarh -160017

For complaint related queries,

Call toll free number - 14448