

COMPREHENSIVE NOTICE BOARD

Bank: Unity Small Finance Bank Limited

Updated up to: August 5, 2022

A. CUSTOMER SERVICE INFORMATION:

1. WE HAVE SEPERATELY DISPLAYED THE KEY INTEREST RATES ON DEPOSITS IN THE BRANCH.
2. NOMINATION FACILITY IS AVAILABLE ON DEPOSIT ACCOUNTS, ARTICLES IN SAFE CUSTODY AND SAFE DEPOSIT VAULTS.
3. WE EXCHANGE SOILED NOTES AND MUTILATED NOTES.
4. WE ACCEPT/ EXCHANGE COINS OF ALL DENOMINATIONS.
5. IF A BANK NOTE TENDERED HERE IS FOUND TO BE COUNTERFEIT, WE WILL ISSUE AN ACKNOWLEDGEMENT TO THE TENDERER AFTER STAMPING THE NOTE.
6. PLEASE REFER TO OUR CHEQUE COLLECTION POLICY FOR THE APPLICABLE TIMEFRAMES FOR COLLECTION OF LOCAL AND OUTSTATION CHEQUES.
7. WE HAVE SEPERATELY DISPLAYED THE LENDING RATES IN THE BRANCH.

B. SERVICE CHARGE:

THE CHARGES LEVIED FOR VARIOUS SERVICES HAVE BEEN SEPERATELY DISPLAYED IN THE BRANCH AND ON THE WEBSITE OF THE BANK

C. GRIEVANCE REDRESSAL:

1. IF YOU HAVE ANY GRIEVANCES/ COMPLAINTS, PLEASE APPROCH:

LEVEL 1: CENTRALISED CUSTOMER CARE TEAM/ REGIONAL NODAL OFFICERS

Address: Level 4, Centrum House, C.S.T. Road, Vidyanagari Marg, Kalina, Santacruz (East), Mumbai-98
HELPLINE NUMBER: 18002091122

EMAIL ID: care@unitybank.co.in / rajindermatta@unitybank.co.in

Call on: 022-42159000 between 09:30 AM to 06:00 PM, Monday to Friday

FOR CONTACT DETAILS OF REGIONAL NODAL OFFICERS, PLEASE REFER TO THE GRIEVANCE REDRESSAL ESCALATION MATRIX AS DISPLAYED ON THE WEBSITE OF THE BANK

2. IF YOUR COMPLAINT IS UNRESOLVED AT THE CENTRALISED CUSTOMER CARE/ REGIONAL NODAL OFFICERS LEVEL, YOU MAY APPROACH THE FOLLOWING:

LEVEL 2: PRINCIPAL NODAL OFFICER/ GRIEVANCE REDRESSAL OFFICER (CENTRAL)

Address: Level 4, Centrum House, C.S.T. Road, Vidyanagari Marg, Kalina, Santacruz (East), Mumbai-98

EMAIL ID: level2escalation@unitybank.co.in

Call on: 022- 42150000 (landline), 9152366105 (mobile) between 9:30 AM to 6:00 PM, Monday to Friday.

3. IF YOU ARE NOT SATISFIED WITH THE RESOLUTION PROVIDED BY PRINCIPAL NODAL OFFICER, YOU MAY APPROACH THE FOLLOWING:

LEVEL 3: LEVEL 3 ESCALATION OFFICER

Address: Level 4, Centrum House, C.S.T. Road, Vidyanagari Marg, Kalina, Santacruz (East), Mumbai-98

EMAIL ID: level3escalation@unitybank.co.in

Call on: 022-42159209 (landline), 9152366104 (mobile) between 9:30 AM to 6:00 PM, Monday to Friday.

4. IF THE CUSTOMER IS NOT SATISFIED WITH THE RESOLUTION PROVIDED BY LEVEL 3 OFFICER OR IF THE CUSTOMER DOES NOT HEAR FROM US IN 30 DAYS, THEN THE CUSTOMER MAY ESCALATE HIS GRIEVANCE TO:

The Regulator- Integrated Ombudsman

Mode of filing complaint: The complaints under the Scheme can be made online on the portal (<https://cms.rbi.org.in>) / electronic mode (email at crpc@rbi.org.in) and physical form including postal

and hand-delivered complaints to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th floor, Sector 17, Chandigarh- 160017.

D. OTHER SERVICES PROVIDED:

1. WE OPEN BASIC SAVINGS BANK DEPOSIT ACCOUNTS & SMALL ACCOUNTS.
2. WE OFFER FIXED DEPOSITS AND LOAN AGAINST DEPOSITS.
3. WE OFFER RTGS/ NEFT FACILITIES AT OUR BRANCHES.
4. ALL OTHER SERVICES AS MAY BE INDICATED ON OUR BRANCH NOTICE BOARDS.

E. INFORMATION AVAILABLE IN BOOKLET FORM:

(PLEASE APPROACH 'MAY I HELP YOU' COUNTER/ BRANCH MANAGER)

1. ALL THE ITEMS MENTIONED IN (A) TO (D) ABOVE.
2. THE CITIZEN'S CHARTER FOR CURRENCY EXCHANGE FACILITIES.
3. TIME NORMS FOR COMMON TRANSACTIONS.
4. DESIGN AND SECURITY FEATURES OF ALL BANK NOTES.
5. POLICY DOCUMENTS RELATING TO CUSTOMER SERVICE INCLUDING CHEQUE COLLECTION, GRIEVANCE REDRESSAL MECHANISM, SECURITY REPOSSESSION AND COMPENSATION
6. COMPLETE SERVICE CHARGES, INCLUDING SERVICES RENDERED FREE OF CHARGE.
7. FAIR PRACTICE CODE/ THE CODE OF BANK'S COMMITMENT TO CUSTOMERS.