

COMPREHENSIVE NOTICE BOARD

Bank: Unity Small Finance Bank Limited

Updated up to: May 02, 2023

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 OUT STATION 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: UNITY SMALL FINANCE BANK LTD., UNIT NO. 2, FIRST FLOOR, CENTRAL PLAZA, 166, CST ROAD, KALINA, MUMBAI 400098
HELPLINE NUMBER: 18002091122
EMAIL ID: care@unitybank.co.in/ m.gunasekar@unitybank.co.in
9167225962 (MOBILE) 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 BY THE CENTRALISED CUSTOMER CARE TEAM/REGIONAL NODAL OFFICERS YOU MAY APPROACH THE FOLLOWING:
FOR CONTACT DETAILS OF REGIONAL NODAL OFFICERS, PLEASE REFER TO THE GRIEVANCE REDRESSAL ESCALATION MATRIX AS DISPLAYED ON THE WEBSITE OF THE BANK
LEVEL 2: ESCALATION OFFICER (CENTRAL)
ADDRESS: UNITY SMALL FINANCE BANK LTD., UNIT NO. 2, FIRST FLOOR, CENTRAL PLAZA, 166, CST ROAD, KALINA, MUMBAI 400098
EMAIL ID: level2escalation@unitybank.co.in
9152366105 (MOBILE) BETWEEN 9:30 AM to 6:00 PM, MONDAY TO FRIDAY.
3. IF YOU ARE NOT SATISFIED WITH THE RESOLUTION PROVIDED BY LEVEL 2 OFFICER, YOU MAY APPROACH THE FOLLOWING:
LEVEL 3: PRINCIPAL NODAL OFFICER/ GRIEVANCE REDRESSAL OFFICER (CENTRAL)
ADDRESS: UNITY SMALL FINANCE BANK LTD., UNIT NO. 2, FIRST FLOOR, CENTRAL PLAZA, 166, CST ROAD, KALINA, MUMBAI 400098
EMAIL ID: level3escalation@unitybank.co.in
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 COMPLAINTS: 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 BOARD.

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 FEATURE 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 SERVICE RENDERED FREE OF CHARGE.
7. FAIR PRACTICE CODE/ THE CODE OF BANK'S COMMITMENT TO CUSTOMERS.