

Grievance Redressal & Escalation Process

Axis Bank is committed to resolving customer grievances promptly and fairly. Customers may register complaints through the channels below and escalate them if required.

Level 1 Channels for lodging a complaint



Phone Banking Centre

Phone Banking Centre offers customers 24x7, hassle-free support for all banking needs, easy access to quick resolutions, and personalised assistance anytime, anywhere. To know More

visit:
<https://www.axis.bank.in/bank-smart/phone-banking>



Branches & Loan Centres

Visit any Axis Bank branch for personalised assistance on your banking needs. Reach out to our dedicated Loan Centres for quick support on loan-related services. Locate the nearest branch or loan centre:

<https://branch.axis.bank.in>



Website Support Section

Axis Bank provides an option to submit complaints online and receive an expeditious response through its website support section. Submit your complaint

<https://application.axis.bank.in/webforms/axis-support/index.aspx?complaintpopup=y>



Email Support

Customers can write to Axis Bank through the support section on the website by selecting the "Connect via Email" option.



Axis AHA! 2.0 Chatbot

Axis AHA! 2.0, our chatbot, is available to answer your queries related to banking products and services.

Write via the webchat channel:
<https://www.axis.bank.in/bank-smart/axis-aha>



Internet Banking

Hassle-free Internet Banking options make banking with Axis Bank convenient. Submit your complaint via <https://www.axis.bank.in/bank-smart/internet-banking>



Mobile Banking

Axis Bank Mobile Banking App, **open** is a secure application that allows you to access 250+ services at your fingertips. Register your grievance via Mobile Banking App, **open**

Levels 2, 3 & 4: Higher-Level Grievance Redressal

Level 2

For cases not resolved at Level 1

Nodal Officer & Circle Nodal Officer

Write to the Nodal Officer (NO) Mr. Jinit Thakkar at <https://application.axis.bank.in/webforms/axis-support>

Write to Circle Nodal Officer (CNO) at <https://www.axis.bank.in/docs/default-source/default-document-library/circle-nodal-officers.pdf>

Level 3

For cases not resolved at Level 1 & 2

Principal Nodal Officer

Write to the Principal Nodal Officer (PNO) Ms. Deepti Radkar at <https://application.axis.bank.in/webforms/axis-support>

Level 4

If your complaint is not resolved within 30 days OR If you are not satisfied with the resolution provided by the Bank

Banking Ombudsman

- Banking Ombudsman
- You may approach the Office of the Banking Ombudsman, Reserve Bank of India
 - Register your complaint at: <https://cms.rbi.org.in>
 - RBI Contact Centre: 14448



Internal Ombudsman Policy

As per the master directions from Reserve Bank India, cases involving rejection or partial relief are examined by the Internal Ombudsman prior to customer communication



Rejection /
Partial Relief



Internal
Review



Final
Decision