

Grievance Redressal Regarding NEFT / RTGS

Customers may contact the following for any Enquiries or Grievance

<u>Level of Escalation</u>	<u>Officials to be approached</u>	<u>Contact</u>	<u>E-mail ID</u>
Generic Contact (NEFT/RTGS - CFC)	Customer Care	1800-208-2121	customercare@ujjivan.com
Escalation Level 1	Gangadhar M K	+91 80 40712193	ujjivan-neft@ujjivan.com
Escalation Level 2	Chitra Sriraman	+91 80 40712134	ujjivan-neft@ujjivan.com
Escalation Level 3	Martin Pampilly	+91 80 40712120	martin.pampilly@ujjivan.com

Our grievance team will endeavour to resolve the issue to the complainant's satisfaction within 7 working days. In case, the complaint needs more time to examine, the complaint shall be acknowledged by explaining the need for more time to respond.