

## 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 prashant.kasliwal@aubank.in
Sameer Bhatia	Madhya Pradesh	AU SMALL FINANCE BANK LIMITED Alankar Complex, Plot no 10, MP Nagar, Zone 2, Bhopal, Madya Pradesh, PIN - 462011 +91 6269714974 sameer.bhatia@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 manish.ghosal@aubank.in
Vishal Tarlekar	Maharashtra and Goa	AU SMALL FINANCE BANK LIMITED Ground Floor, Nandadeep, FC Road, Pune, Maharashtra, PIN - 411004 +91 88288 64073 vishal.tarlekar@aubank.in
Bharat Sharma	Delhi, Haryana (Except Panchkula, Yamuna Nagar and Ambala Districts) and 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 98118 44515 bharat.sharma1@aubank.in
Gaurav Duggal	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 98726 57075 gaurav.duggal@aubank.in
Rajesh Sachdev	Gujrat	AU SMALL FINANCE BANK LIMITED Ground floor, Shital Varsha Complex, Shivranjani, Cross Road, Satellite, Ahmedabad, PIN - 380009 +91 99251 06132 rajesh.sachdev@aubank.in

Details of Principal Nodal Officer are as follows:

Principal Nodal Officer Name	Mr. Yogesh Soni
Address	AU SMALL FINANCE BANK LIMITED Bank House, 6th Floor, Mile 0, Ajmer Road, Jaipur, Rajasthan, PIN - 302001
Contact Number	+91 141 6660645
Email ID	Yogesh.soni@aubank.in

If you are still not satisfied with the resolution provided, you may approach the Banking Ombudsman in whose territorial jurisdiction the matter falls:

<https://rbi.org.in/Scripts/AboutUsDisplay.aspx?pg=BankingOmbudsmen.htm>