

## **APNO KI BAAT**

Dear Valued Customer,

We, at RBL Bank, believe that our customers are at the centre of our business.

In our journey to keep improving our service quality, we require continuous feedback about your experience with us.

Apno Ki Baat, our customer engagement program at branches, is a monthly meeting with our customers, where we discuss your concerns and accept your feedback on our products & services.

### **Apno Ki Baat is conducted at each of our branches on 2<sup>nd</sup> Friday of every month**

(On the previous working day, if the 2<sup>nd</sup> Friday is a holiday)

We invite you to participate in this meeting & provide your valuable inputs to us.

Looking forward to your arrival at **Apno Ki Baat**.

---

## **GRIEVANCE REDRESS DAY**

As part of our continued efforts to enhance customer experience, we have introduced Grievance Redress Day—an initiative that allows our customers to visit our branches and share their concerns directly with the Branch Manager or Service Delivery Manager.

This initiative is aimed at ensuring timely and effective resolution of customer grievances.

### **Grievance Redress Day is conducted at each of our branches on 1<sup>st</sup> Saturday of every month.**

(If the 1<sup>st</sup> Saturday is a holiday, it will be held on the next working day)

We encourage you to visit our Branch with any concerns you may have during business hours, and we assure you of our prompt attention and support.

We look forward to welcoming you on Grievance Redress Day.

For RBL Bank

Branch Manager