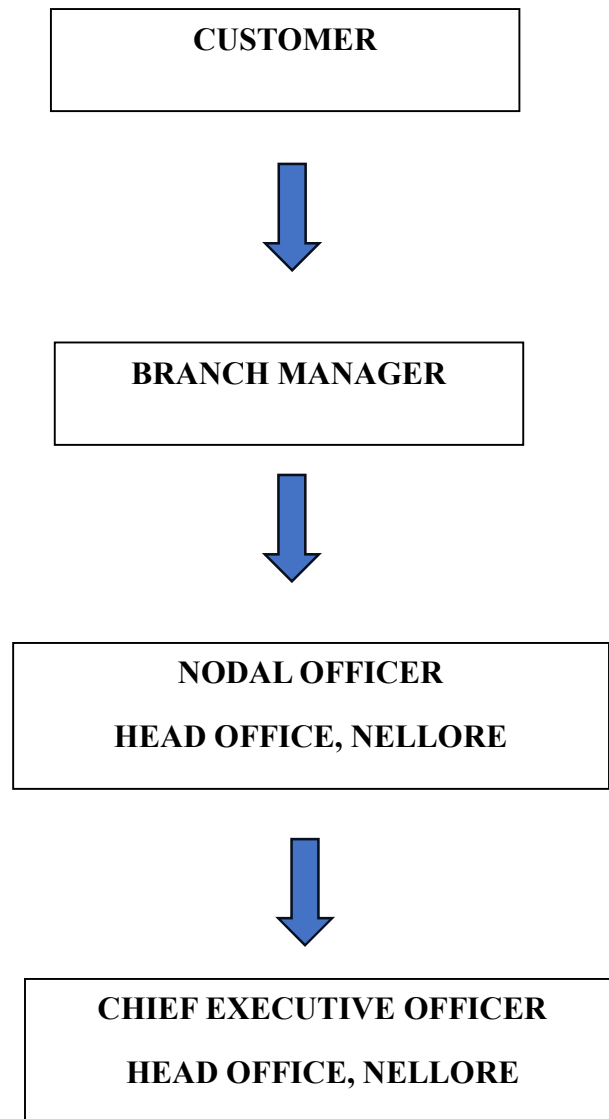


COMPLAINT REDRESSAL MECHANISM

Flowchart for lodging complaints:



Customers can lodge their complaints using either of the following channels:

1. Approach the concerned Branch Manager, where the account is being maintained and lodge the complaint in person.
2. If not resolved, complaint may be escalated to the Nodal Officer, RMC, Head Office, Nellore Contact details: Mobile: **8501040055** email: **recovery@nelloredccb.com**
3. Complaint may also be submitted through bank's call centre at **18004258646 / 08612338646**