Grievance Redressal Mechanism - Flow Chart

Level 1

Customer can raise complaints

- Through - Branch - Relationship Officer
- Customer Care - toll free - 1800-103-1222 / customerservice@equitas.bank.in
- Mobile Banking / Internet Banking
- Website : https://equitas.bank.in/head-office/

Level 2

Branch / Customer Care

If Not Resolved / No Response within 14 days,
Escalate to Level 2

Nodal Officer

If you have not received a satisfactory response at Level 1 within 7 working days, please send an e mail to our Nodal Officer at nodalofficer@equitas.bank.in / Phone no : 044-40048570. Address: Equitas Small Finance Bank, 4th Floor #769, Spencers Plaza Mall, Anna Salai, Chennai – 600002.
Escalate to Level 3

Level 3

Principal Nodal Officer

If you have not received a satisfactory response at Level 2 within 7 working days, please send an e mail to our Principal Nodal Officer at pno@equitas.bank.in / Phone no: 044-40048560. Address: Equitas Small Finance Bank, 4th Floor #769, Spencers Plaza Mall, Anna Salai, Chennai – 600002.
Escalate to Level 4

Level 4

RBI Integrated Ombudsman

If you have not received any response/ satisfactory response at Level 3 within 30 days, write to Banking Ombudsman - https://cms.rbi.org.in contact no: 14448 (Time :- 9:30 am to 5:15 pm) / Address: Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.