

CUSTOMER COMPLAINT FORM

NAME _____

ADDRESS _____

E-MAIL _____

TELEPHONE Residence: _____ Office: _____ Mobile: _____

Name of the Branch/Branches _____

Nature of Account (in case of existing customers) _____

No. of Accounts (wherever applicable) _____

DETAILS OF COMPLAINT (Include date, location, relevant department and any other relevant information)

SIGNATURE _____ DATE _____

United Bank of India is committed to provide an efficient and courteous service to all of our Customers.

Do you experience difficulties in your banking transactions? Do you have any complaints about any of the services offered by our Bank? Here is how you should go about.

- Bring the problem to the notice of the counter staff and the officer-in-charge
- If not satisfied seek a meeting with the Branch Manager
- Write to the Branch Manager for clarification/ redressal
- If not satisfied write to the Regional Office
- You may also bring your complaint to the notice of the Grahak Seva (Toll Free Line - 1800 345 0345)
- If you still feel aggrieved write to the Nodal Officer.

UNITED BANK OF INDIA					
Nodal Officer	Department	Address	City	Phone No	Fax
General Manager	Marketing & N.I	11, Hemanta Basu Sarani	Kolkata-700 001	(033) 2213 3172	

- If your complaint is still not resolved at the Bank level even after the lapse of a month, you may approach the Banking Ombudsman within whose jurisdiction the branch or office of the bank complained against is located.