MIZUHO

Flow Chart for lodging of Customer Complaints

Customer has a complaint

LEVEL 1

Customer submits the complaint to Relationship Manager (via phone, email, or letter)

OR

Customer submits the complaint at the branch by recording the complaint in the complaint book

Bank to provide resolution of the complaint within the specified timeframe

For timeframe details, please refer below link for Grievance Redressal Policy:

https://www.mizuhogroup.com/asia-pacific/india/regulatory?tab=policies-and-guidelines

Complaint is resolved by the bank within the specified timeframe

YES → Customer is satisfied with the resolution of the complaint

YES → Complaint is closed

NO

NO

LEVEL 2

Customer may escalate the complaint to the bank's Nodal Officer

For details please refer link: https://www.mizuhogroup.com/asia-pacific/india/about-home

Bank to provide a response within **Thirty days**

Complaint resolved within **Thirty days**

YES → Customer satisfied with the resolution of the complaint

YES → Complaint is closed

NO

NO

LEVEL 3

Customer may approach the office of RBI Ombudsman

For online submission of complaints, please visit: https://cms.rbi.org.in.

Complaints can also be sent by letter or email to: Centralized Receipt and Processing Centre (CRPC)Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160 017
Email: crpc@rbi.org.in