



Customer Redressal System- ‘How and Where to Complain Guidelines’

1. A complaint can be made in writing through Post/ Courier addressed to:

State Bank of India, Retail Branch, Diplomat City Tower II, Diplomatic Area, P O Box 10763, Manama, Bahrain.

2. The complainant can also **visit the Branch** and approach any Customer Service staff of RBB with an intention to make a complaint.

3. A complaint can be made electronically through Email also. Written complaints shall be emailed to Branch on customercare.rbbh@statebank.com. The complaint must be sent using the registered Email address of the customer. The Email must contain clear indication to register a complaint.

Branch Customer Complaint Escalation Matrix

Escalation Level 1 – Branch Branch Customer Complaints Officer	Assistant Vice President (Systems) SBI, Retail Branch Bahrain Email: syscomp.rbbh@statebank.com Tel: 17531064
Escalation Level 2 – Branch Branch Chief Executive Officer	Chief Executive Officer Email: ceo.rbbh@statebank.com Tel: 17531338
Escalation Level 3 – Branch Regional Head Office	Regional Head (MEWANA), Dubai, UAE <i>[Contact details can be obtained from the branch]</i>
<u>Escalation - CBB</u>	
In the event the complainant is not satisfied by the Branch resolution of the complaint, the customer may pursue the matter further, where appropriate by referring the matter to the Consumer Protection Unit at the CBB. [Tel: 17547789]	

Branch Customer Complaint Redressal System is available is available on Branch website <https://bh.statebank>.

Customers can also request the Branch Customer Service Staff for a copy of the Customer Complaint Redressal System

Code of Best Practise on Consumer Credit and Charging

Branch Code of Best Practise on Consumer Credit and Charging is available on Branch website <https://bh.statebank>.

Customers can also request the Branch Customer Service Staff for a copy of the Code of Best Practise on Consumer Credit and Charging

SBI, Retail Branch, Bahrain.