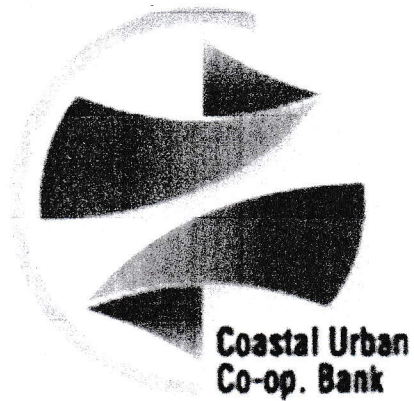


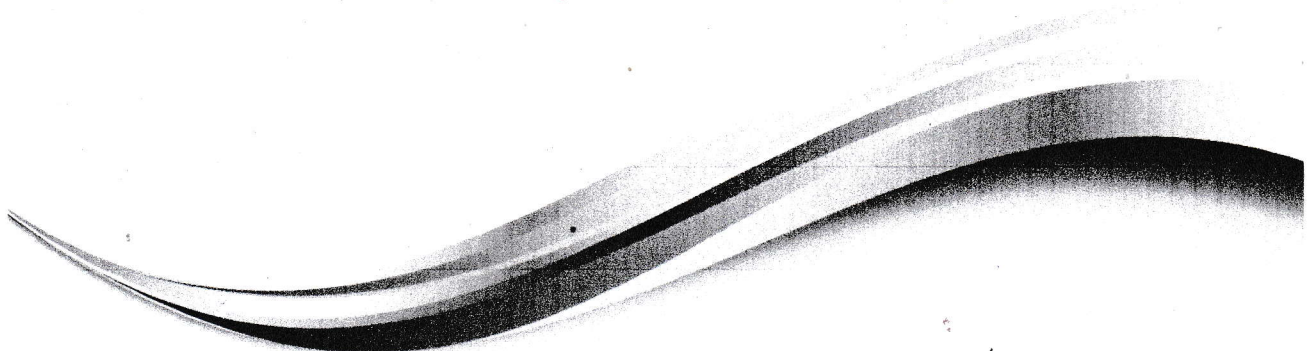


The Coastal Urban Co-operative Bank Ltd. No.3036, Kollam.

GREIVANCE REDRESSAL POLICY

CR No: 330 (D)

Date: 24.09.2026



GREIVANCE REDRESSAL POLICY

[In Alignment with the Reserve Bank – Integrated Ombudsman Scheme (RB-IOS), 2026]

1. Introduction & Core Philosophy

Placing customers at the heart of all operations is one of the Bank's fundamental values. The Bank believes that delivering a positive customer experience is essential for building trust and ensuring long-term relationships. Customer feedback—especially in the form of grievances—is a valuable input for revising and improving the Bank's products, services, and overall performance.

This Grievance Redressal Policy has been developed in strict alignment with regulatory guidelines on customer service. It provides a structured framework for handling and resolving customer complaints effectively and efficiently. A complaint is defined as any shortfall or deficiency in the services promised to the customer. This could include delays beyond the committed turnaround time (TAT) or a failure to fulfill a customer's request as expected.

2. Fundamental Principles of Grievance Redressal

The Bank's customer service machinery operates under the following board-approved tenets:

- Customers shall be treated fairly and equitably at all times.
- Complaints raised by customers are to be dealt with utmost courtesy, objectivity, and within the prescribed time limits.
- Customers must be fully informed of all available avenues to escalate their complaints/grievances within the organization, as well as their rights to alternative remedies if they are not fully satisfied with the response of the bank.
- The Bank will treat all complaints efficiently and fairly, recognizing that delayed or poor handling can damage the institution's reputation and business growth.
- Bank employees must work in good faith and without prejudice to the true financial and operational interests of the customers.
- Complaints emanating from rural areas, as well as those relating to financial assistance to the priority sector and Government poverty alleviation programmes, form a vital, mandatory part of this core redressal process.

3. Customer Awareness & Transparency Framework

In order to make the Bank's redressal mechanism more meaningful, accessible, and effective, a clear, structured information system functions at both individual Branches and the Head Office. This ensures that the redressal sought is just, fair, and within the established framework of banking rules and regulations.

a) Transparent Disclosures to Customers

Whenever a customer wishes to lodge an official complaint, the Bank will explicitly inform them of:

1. Where to make the complaint (Physical registers, dedicated digital channels, or secure emails).
2. How a complaint should be made (Standard format, online ticketing, or formal letters).
3. When to expect a formal reply (Standard regulatory Turnaround Time windows).
4. Whom to approach for escalating the redressal within the institutional command structure.
5. What steps to take if they remain unhappy with the ultimate outcome provided by the Bank.

b) Communication Turnaround Times (TAT)

- Acknowledgements: If a customer complaint is received in writing, the Bank will endeavor to send a formal acknowledgement or initial response within 7 working days. If the complaint is relayed over the phone via the designated customer care telephone number, staff will log the case immediately and keep customers informed of the progress within a reasonable period of time.
- Final Resolutions: After thoroughly examining the underlying matter, the Bank will issue and send its final decision letter within 30 days from the initial date of receipt of the complaint.

4. Three-Tier Internal Redressal Mechanism

The Bank has established a robust three-tier internal Customer Grievance Redressal Mechanism to ensure customers derive localized, high-quality solutions at the earliest possible stage.

- First Level (Branch Level): The Branch Manager of every individual Branch of our Bank is well aware of the internal rules, operational provisions, and this Redressal Policy. Hence, it is easy for customers to approach the said Manager directly and register their grievance at the branch level for swift containment.
- Second Level (Nodal Officer): If the query or misunderstanding is not fully clarified at the first level, or if the first-level authority requires an expert or legal opinion to clarify the matter, the customer or the Branch Manager can escalate the issue to the Nodal Officer (Assistant General Manager at the Head Office) to resolve the queries/complaints.
- Third Level (Principal Nodal Officer): If the query/complaint still remains unresolved or contested, the matter may be formally referred to the Principal Nodal Officer of the Bank, who is presently the General Manager of the Bank. The specific contact details of the Nodal Officer and Principal Nodal Officer are updated periodically and provided clearly under Annexure A.

5. Escalation to the RBI Integrated Ombudsman Scheme, 2026

If a customer's complaint is not resolved by the Bank within 30 days, or if the customer is completely unsatisfied with the final resolution provided by the Principal Nodal Officer, they have a statutory right to appeal outside the organization.

The customer can file an official complaint under the Reserve Bank – Integrated Ombudsman Scheme (RB-IOS), 2026. This is a quasi-judicial authority established to resolve customer grievances regarding deficiencies in banking services across India.

Critical Regulatory Time Frame (RB-IOS 2026): Any external complaint under the Scheme must be filed with the RBI Ombudsman within 90 days from the date on which the Bank's 30-day response timeline expires, or within 90 days from the date of the last communication received from the Bank, whichever is later.

Regulated entities under this scheme face potential financial awards for proven service deficiencies. The RBI Ombudsman is empowered to award compensation up to ₹30 lakh for direct consequential economic losses, and up to ₹3 lakh for harassment, expenditure, and mental anguish.

6. Internal Governance, Training, and Process of Resolution

- a. **Resolution Accountability:** Branch Managers, acting as the primary point of contact, are directly responsible for resolving and closing customer grievances. It is the utmost duty of these officials to see that the complaint is resolved to the customer's total satisfaction or that alternative avenues of seeking redressal are provided.
- b. **System Monitoring & Tracking:** All complaints and queries shall be registered accurately within the appropriate tracking system upon receipt. Monitoring of resolution timelines and outstanding cases shall be done via automated alerts and periodic registers maintained at the Head Office.
- c. **Value-added Interaction:** Our Bank highly acknowledges that the best way to address a customer grievance is through proper, personalized communication and interaction by Bank staff with the customer on an individual basis. Most complaints are successfully resolved at the very instant merely through proper communication, which demonstrates to customers that their feedback is valued, thereby driving strengthened loyalty and improving the overall performance of the Bank.
- d. **Sensitizing Operating Staff on Handling Queries:** The Bank affirms that its operating staff must be well-trained in handling complaints or basic functional queries arising out of day-to-day transactions. The Bank provides comprehensive training to its staff from time to time to impart and hone soft communication skills as well as structural functional knowledge. The respective designated Managers and Nodal Officers are responsible for ensuring the smooth, efficient functioning of the established internal Customer Grievance Redressal Machinery at all Branch levels.

7. Policy Review

This Policy will be reviewed by the Board of Directors annually, or dynamically as and when required based on further instructions, guidelines, or statutory modifications issued by the Reserve Bank of India (RBI).

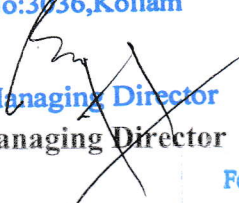
ANNEXURE A

Details of Grievance Redressal Executives at Head Office:

- **Nodal Officer: Sri. Mariyan Jerlin (Chief Accountant)**
- Official Email ID: jerlin@coastalurbanbank.com
- Contact Phone Number: +91 9446357732
- Head Office Premises: The Coastal Urban Co-operative Bank Ltd. No. 3036, Kollam, Kerala.
- **Principal Nodal Officer: Smt. Lizzy William (General Manager)**
- Official Email ID: generalmanager@coastalurbanbank.com
- Contact Phone Number: +91 9744554597
- Head Office Premises: The Coastal Urban Co-operative Bank Ltd. No. 3036, Kollam, Kerala.

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For The Coastal Urban Co-operative
Bank Ltd. No:3036,Kollam


Managing Director
Managing Director

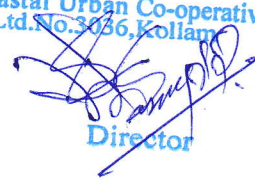
Director

For The Coastal Urban Co-operative
Bank Ltd.No.3036,Kollam


Director

Director

For The Coastal Urban Co-operative
Bank Ltd.No.3036,Kollam


Chairman

Director

For The Coastal Urban Co-operative
Bank Ltd. No:3036,Kollam