

SBI SINGAPORE - FINANCIAL ADVISORY SERVICES

COMPLAINT HANDLING PROCESS

Customers may lodge their grievances/ complaint through various channels described below:

Channels for sending Complaints/Queries/Feedbacks
1. Over Telephone to Helpdesk ((+65- 6228 1116, Toll Free 1800-724-7464) voice recorded for training and QA purpose)
2. Through e-mail to contactus@sbising.com or helpdesk@sbising.com
3. By Post (State Bank of India , 80 Robinson Road , #27-01, Singapore 068898)
4. Website under "Feedback" tab

Details of contacts, timings and addresses of SBI Singapore branches are available on our website <https://sg.statebank/home> for lodging complaints.

PROCESS OF HANDLING COMPLAINTS RELATED TO FINANCIAL ADVISORY SERVICES.

- All the Financial Advisory Services related complaints received shall be acknowledged within T+2 business days. When the complaint is received on any day other than a business day, or after the close of business on a business day, the complaint is treated as received on the next business day.
- For all complaints received by the Complaint Handling Unit (CHU)/branch, a written acknowledgement shall be sent within T+2 business days.
- The complainant will be interviewed as part of assessing the complaint.
- The details of the complaint will be reviewed.
- The complainant will be informed about the status of the complaint.
- Complaints shall be promptly looked into and a final response shall be given to the complainant within 20 business days in line with the inputs received from the Chief Operating Officer (COO).
- Should the nature of complaints require further investigation/resolution beyond the 20 business days, complainants shall be given a formal response by CHU within 20 business days informing the status, reasons for the delay in providing the resolution and an indication on the reasonable time frame within which the complainant may expect the final response.

- The Complainant has a right to refer the complaint to a dispute resolution scheme approved by the Authority under section 28A (1) of the Monetary Authority of Singapore Act. Please refer to <https://sg.statebank/fair-dealing-commitment> for more information
- When the offer of redress or remedial action is accepted by the complainant, carrying out of the remedial action would be ensured.
- In case the complaint needs to be rejected, a written response would be sent to the complainant along with the reasons for the rejection.

FINANCIAL ADVISORY SERVICES COMPLAINT RESOLUTION PROCESS FLOW

