

Baroda M CLIP wallet Customer Grievance Redressal Policy

Baroda M CLIP wallet team is committed to providing the best possible service to our customers at all times. Our services are built with first and foremost our customers in mind. It is our aim that we keep ahead of our customers' needs at all times, ensure top quality service, and leading edge delivery mechanism. We hope that our efforts align with our customers' expectations and minimize complaints.

Our Grievance Redressal Process:

We continue to strive to service you in the best possible way. However, if you feel that our service has not met your expectations at any point in time, we request that you give us a chance to address your concerns. Our grievance redressal process is as follows.

First Level

If you are not satisfied with the level of service from the Baroda M CLIP wallet customer service team, please first contact our level 1 team:

- Send email to barodamclip@wibmo.com or contact **080-46648113**. Please include your contact information along with your complaint and the issue at hand.
- Please allow 7 working days for our level 1 team to get back to you.

The customers who are not satisfied with the resolution of their queries by the Customer Support can escalate to the next level.

Second Level

If you are not satisfied with the response provided by the first level, you can contact the second level. Our level 2 customer grievance redressal may be contacted as follows:

- Send email to mwallet@bankofbaroda.com or contact **022-66981470**. Please include your contact information along with your complaint and the issue at hand.
- Please allow 15 working days for our level 2 team to get back to you.

Third Level

If you are still unsatisfied, please write to the grievance officer:

Email: cm.busidev@bankofbaroda.com

Tel: **022-66981575**

Baroda M CLIP wallet team aims at minimizing situations that lead to customers to be dissatisfied. While we continue to strive to provide best possible service, each complaint is reviewed and addressed to the best of our abilities. We continue to raise our service based on customers' feedback and take this as an opportunity to improve. We are committed to provide timely and satisfactory redressal of customer grievance.