

**SOCIETE GENERALE - INDIA BRANCH
COMPLAINT HANDLING PROCESS**
This complaint handling procedure is specific for India
customers only

STEP 1

Channels Available

1. Complaint Mailbox : sgindia.ccare@socgen.com;
2. Your Relationship Manager of Mumbai or Delhi Branch

STEP 2

7 Calendar Days

Bank will acknowledge receipt of complaint

STEP 3

2 Weeks

Substantive response will be provided within two weeks

STEP 4

If response is not provided or
is unsatisfactory

Escalate to Compliance officer of Societe Generale.
Peninsula Business Park, 19th Floor, Tower A,
Ganpatrao Kadam Marg, Lowe Parel,
Mumbai 400 013 Tel.: +91 22 6630 9500
Email: list.in-br-cpl@socgen.com

FINAL STEP

If still unresolved

Lodge a complaint with the [Ombudsman](#) as appropriate.

Banking Ombudsman address details:

Reserve Bank's Complaint Management System portal for online filing of customer complaints
[\(<https://cms.rbi.org.in>\)](https://cms.rbi.org.in)

Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India, Central Vista, Sector 17,
Chandigarh - 160 017 (email: crpc@rbi.org.in)