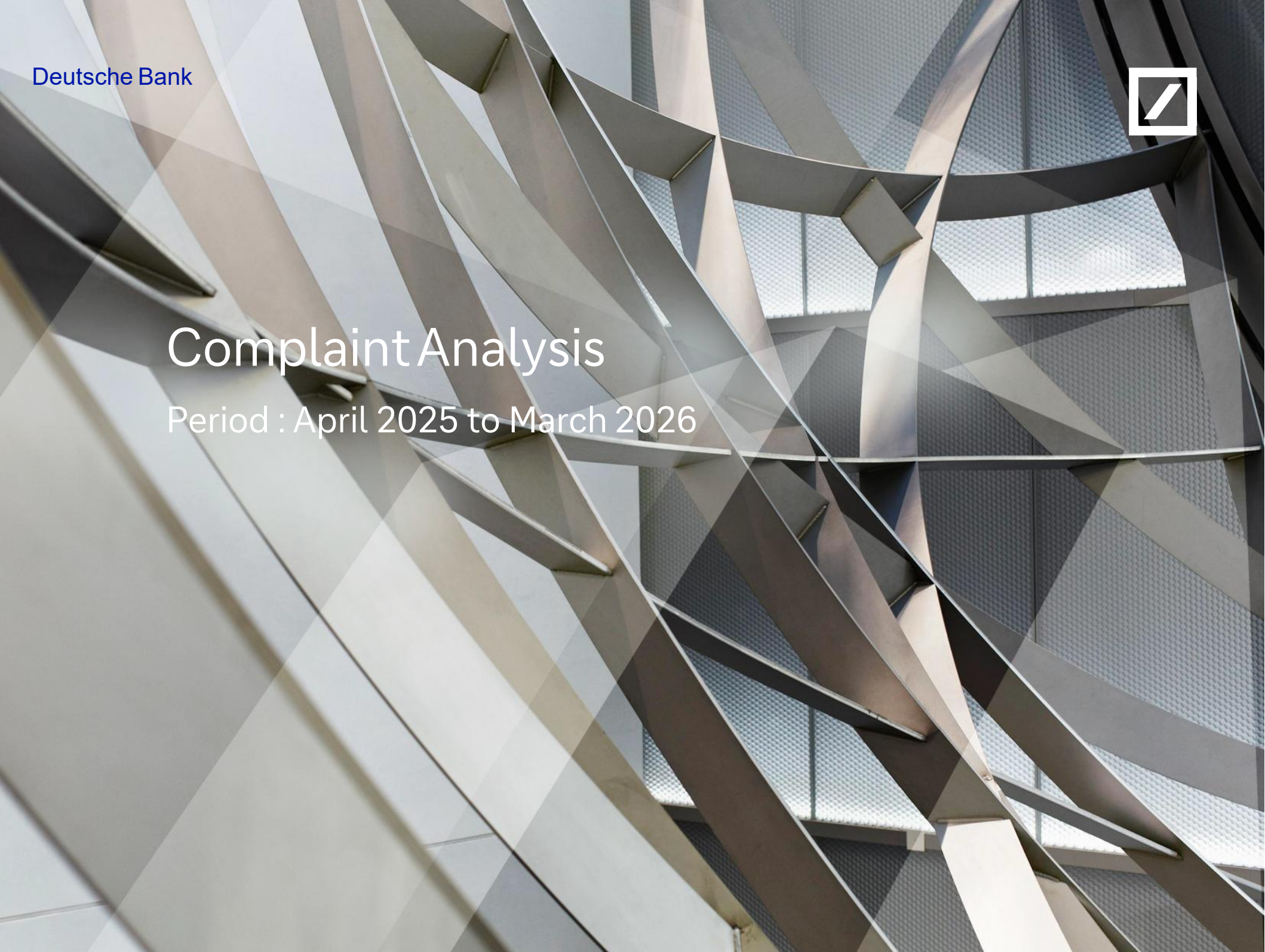
Deutsche Bank



Complaint Analysis

Period : April 2025 to March 2026

Complaints Summary

Disclosure of complaints

i) Summary information on complaints received by the bank from customers and from the Offices of Ombudsman

			31 March 2026	31 March 2025
A. Complaints received by the bank from its customers				
1		Number of complaints pending at beginning of the year	**41**	72
2		Number of complaints received during the year	**2,536**	2,028
3		Number of complaints disposed during the year	**2,507**	2,059
	3.1	*Of which, number of complaints rejected by the Bank*	**309**	*149*
4		Number of complaints pending at the end of the year	**70**	41
B. Maintainable complaints received by the bank from OBOs*				
5		Number of maintainable complaints received by the Bank from Office of Ombudsman	**174**	69
	5.1	*Of 5, number of complaints resolved in favour of the bank by Office of Ombudsman*	**120**	*30*
	5.2	*Of 5, number of complaints resolved through conciliation / mediation / advisories issued by Office of Ombudsman*	**54**	*39*
	5.3	*Of 5, number of complaints resolved after passing of Awards by Office of Ombudsman against the bank*	**-**	-
6		Number of Awards unimplemented within the stipulated time (other than those appealed)	**-**	-

Complaints Summary

ii) Top five grounds of complaints received by the bank from customers

Grounds of complaints, (i.e. complaints relating to) [1]	Number of complaints pending at the beginning of the year [2]	Number of complaints received during the year [3]	% increase/ decrease in the number of complaints received over the previous year [4]	Number of complaints pending at the end of the year [5]	Of 5, number of complaints pending beyond 30 days* [6]
		31 March 2026			
Internet/Mobile/Electronic Banking	**19**	**1,103**	**15%**	**27**	**-**
Loans and advances	**10**	**464**	**66%**	**19**	**-**
ATM/Debit Cards	**5**	**316**	**21%**	**3**	**-**
Account opening/difficulty in operation of accounts	**5**	**248**	**-1%**	**3**	**-**
Levy of charges without prior notice/ excessive charges/foreclosure charges	**1**	**234**	**249%**	**15**	**-**
Others	**1**	**171**	**-18%**	**3**	**-**
Total	**41**	**2,536**	**25%**	**70**	**-**
		31 March 2025			
Internet/Mobile/Electronic Banking	30	960	-24%	19	-
Loans and advances	7	279	10%	10	-
ATM/Debit Cards	10	262	-39%	5	-
Account opening/difficulty in operation of accounts	9	251	-38%	5	-
Levy of charges without prior notice/excessive charges/foreclosure charges	3	67	46%	1	-
Others	13	209	-64%	1	-
Total	72	2,028	-32%	41	-

*Based on Calendar days