

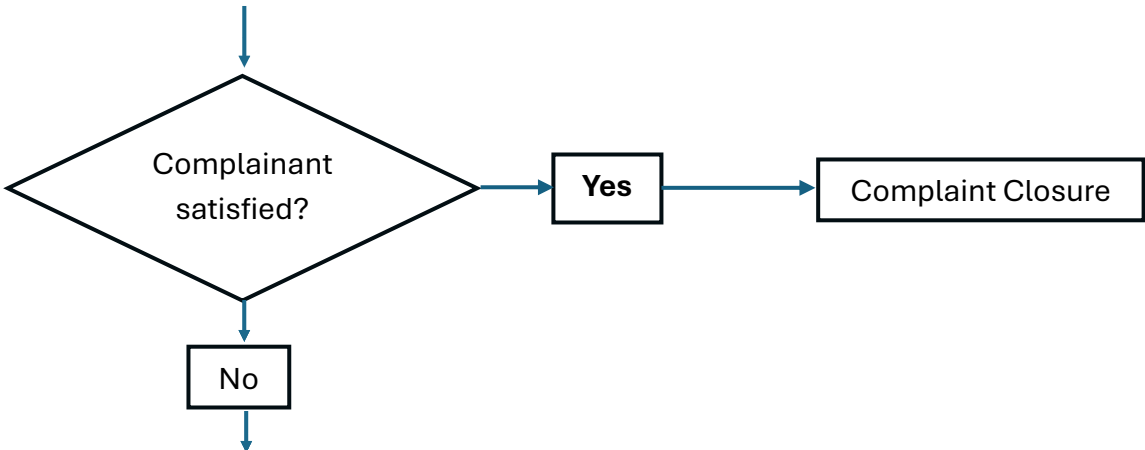


Grievance Redressal flow chart for customers at Deutsche Bank

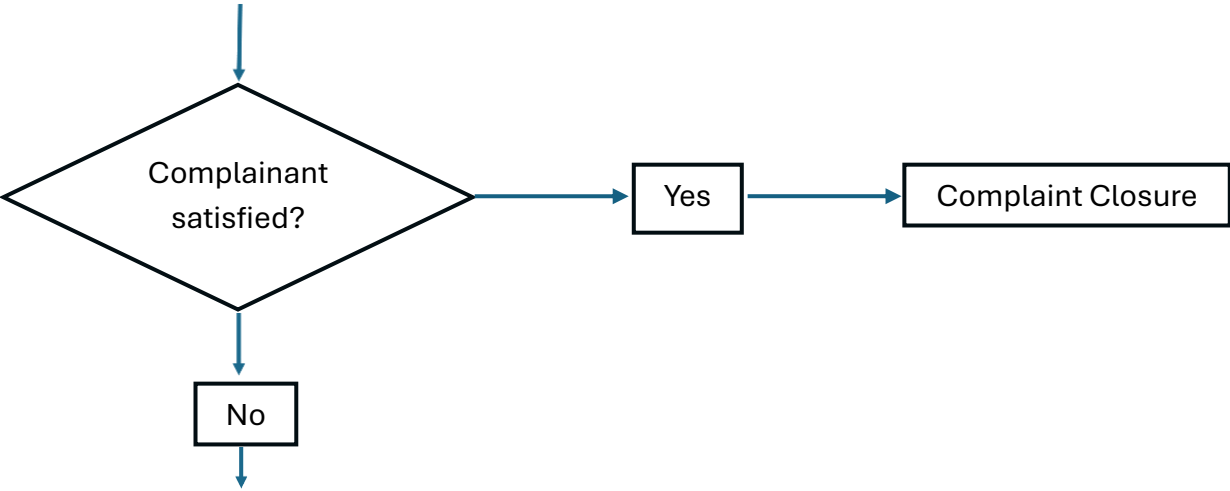
Grievance Redressal Flow chart

Customers may reach out to our **Level 1** team using any of the below options:

- ✓ By writing to us at customer.care@deutsche.bank.in or from their online banking “Send Email” option.
- ✓ By calling our 24-hour phone banking number **1860 266 6601**
- ✓ By visiting the nearest Deutsche Bank branch For our branch locations: please find the website link: <https://www.deutsche.bank.in/en/connect-with-us/atm-and-branch-locations.html>
- ✓ By writing to our PO Box address at Customer Care, Deutsche Bank AG, PO Box 9095, Mumbai – 400063



Customers may reach out to our **Level 2** team by writing to us at head.services@deutsche.bank.in in case the grievance is not resolved within 10 working days from the date of registration or if resolution provided is not satisfactory.



Customers may reach out to our **Level 3** i.e. Bank’s Nodal Officer of the Region in case the grievance is still not resolved within 10 working days or if resolution provided is not satisfactory.
 Website Link : [Customer Feedback - Deutsche Bank India – Deutsche Bank India](#)



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