

**Customer Care:**

You may reach us for any query/complaint through any of our access channels mentioned below –

Email us at [vcare4u@adityabirla.bank](mailto:vcare4u@adityabirla.bank)

Call us at 1800-206-2265 and speak to a Customer Care officer between 8 a.m. to 8:0 pm

And you will receive a response within 3 working days.

**Grievance Redressal:**

If the resolution provided by our customer care does not meet your expectation, you can approach our Grievance Redressal Officer on the details below and he/she will respond to your complaint within 10 days.

Grievance	
Phone no.	044-66420288
Email ID	<a href="mailto:grievance@adityabirla.bank">grievance@adityabirla.bank</a>
Address	TVH Belicia Towers, Tower 2, 5th Floor, 94 MRC Nagar, Chennai 600028

**Principal Nodal Officer:**

If the resolution provided by our Grievance Redressal officer does not meet your expectation, you can approach our Principal Nodal officer on the details below and he/she will respond to your complaint within 10 days

PNO	
Phone no.	022-62307093
Email ID	<a href="mailto:pno@adityabirla.bank">pno@adityabirla.bank</a>
Address	Birla Aurora, Level 17, Dr. Annie Besant Road, Worli, Mumbai 400030