

GENERIC QUERIES

My transaction was unsuccessful but still the amount was debited from my bank account?

Please contact our customer service executive at **1800-209-2265** or write to us at Vcare4u@adityabirla.bank.

In most cases, when the transaction is unsuccessful but still a debit has happened to the account, the settlement is done within 48 hours

My transaction was successful, however when I check at the merchant's website the payment is not yet updated?

If the transaction was unsuccessful at the merchant's end, you will receive a refund in your account within 48 hours. If you do not receive a refund within the stipulated time, please contact our customer service executive at **1800-209-2265 between 8 am to 9:30 pm** or write to us at Vcare4u@adityabirla.bank.

Transaction was successful, amount was debited from account but still I did not receive the services? Please contact the merchant if you have not received the services. If your query is not resolved you can speak to our customer service executive at **1800-209-2265 between 8 am to 9:30 pm** or write to us at Vcare4u@adityabirla.bank.

How do I update my PAN number?

You can update your PAN with the Bank through any of the following channels:

- ▶ Logging in to your Mobile Banking App OR
- ▶ By logging in to your Internet Banking OR
- ▶ By visiting any of the nearest ABPB Banking / Customer Service points
- ▶ PAN Card copy is not required to be submitted for updation of the PAN no.
- ▶ PAN Name should match with the Name on Aadhaar

PAN details updated on my account are incorrect. How do I rectify the same?

You can edit your PAN details through any of the following channels

- ▶ Net Banking
- ▶ Mobile Banking
- ▶ Visiting the nearest Banking /Customer Point or
- ▶ By writing to us at Vcare4u@adityabirla.bank.

I had requested to update the PAN on my account. However, the same is not done yet?

Please contact our customer care officer at **1800-209-2265** from your registered mobile number or alternatively write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue and please quote the Service request no. for us to help you better .

I have changed my existing handset; can I download the APBP Mobile Banking App on my new mobile handset?

Yes! You can download the ABPB Mobile Banking Application on your new mobile handset and start using your ABPB Mobile Banking App by logging in with your existing MPIN.

Incorrect balance is reflected in my account?

Please contact our customer care officer at **1800-209-2265 between 8 am to 9:30 pm** from your registered mobile number or alternatively write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue.

I had been to one of your Banking Point to deposit cash, but the executive denied accepting the cash?

Please accept our sincere apologies for the inconvenience caused. This may have been due to the limit exhaustion of the Banking Representative. We still request you to raise a complaint by speaking to our customer care officer at 1800-209-2265 between 8 am to 9:30 pm from your registered mobile number or alternatively write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue. Our officers will investigate on the issue.

I had been to a Banking Point to withdraw cash, the executive denied of accepting my request?
Please accept our sincere apologies for the inconvenience caused. This may have been due to the limit exhaustion of the Banking Representative. We still request you to raise a complaint by speaking to our customer care officer at 1800-209-2265 from your registered mobile number or alternatively write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue. Our officers will investigate on the issue.

I had visited a Banking Point recently, they denied of accepting my request?
Please accept our sincere apologies for the inconvenience caused. Please contact our customer care officer at 1800-209-2265 from your registered mobile number or write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the request and we will help resolve it..

I had visited a Banking Point recently, the executive misbehaved with me?
Please accept our sincere apologies for the inconvenience caused. Please raise a complaint by speaking to our customer care officer at 1800-209-2265 from your registered mobile number or write to us at Vcare4u@adityabirla.bank from your registered email ID.

I was expecting a refund on my account. However, I have not received the refund yet?
Please contact our customer care officer at 1800-209-2265 from your registered mobile number or write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue.

I was given incorrect information from the executive at the Banking point?
Please accept our sincere apologies for the inconvenience caused. Please contact our customer care officer at 1800-209-2265 from your registered mobile number or write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue.

There were wrong charges levied on my account. How do I get these reversed?
We request you to refer the charges section to know about the charges levied on the account. If you still find a discrepancy we request you contact our customer care officer at 1800-209-2265 from your registered mobile number or write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue.

I had raised a complaint a few days back, however I have not received any revert on the same?
Please allow us 3 to 5 working days for us to get back to you. If you do not get a response within the given time frame, you may speak to our customer care officer at 1800-209-2265 between 8 am to 9:30 pm from your registered mobile number or write to us at Vcare4u@adityabirla.bank by quoting the Service Request No. received through SMS for us to help resolve the issue.

I have done a transaction wherein my account is debited twice for the same transaction. What is the process to get a refund?
Please contact our customer care officer at 1800-209-2265 from your registered mobile number or write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue.

I have done a transaction; my account was debited. However, the transaction was not successful. What is the process to get the amount back in my account?
In case of a system issue where the services are not rendered, the amount will be refunded back to your account automatically. . For any further assistance, we request you to speak to our customer service executive at 1800-209-2265 or write to us at Vcare4u@adityabirla.bank from your registered email id. Kindly provide all the transactional details in your e-mail for us to assist you better and faster.

I was unable to process a transaction, received technical error?

This must be a temporary error; we request you to try transacting after a while. If you continue to receive the error, please contact our customer care officer at 1800-209-2265 from your registered mobile number or write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue.

There seems to be some fraudulent activity on my account?

We request you to raise a complaint immediately by contacting our customer care number at **1800-209-2265** or write to us at Vcare4u@adityabirla.bank from your registered email ID regarding the issue. Keep all the transactional details handy for us to assist you better and faster.

Few Security Tips:

- Do not share your passwords/PIN with anyone.
- Do not save passwords on your phone/ anywhere else. Please memorize the same.
- Do not write down the passwords at places where anyone can access easily. We would rather appreciate if you remember your passwords rather than penning them down.
- Change your passwords frequently. For e.g.: Every month or Every Quarter.

I have received a call/e-mail from bank asking for my bank details. How do I identify the genuinity of the same?

- Please note ABPB or its employees will never contact you asking for your confidential data like Internet Password/Bank PIN/OTP/PAN/Aadhaar etc. Do not share these details with anyone over phone or e-mail as this could lead to fraud.
- Do not open any e-mail or attachments from any untrusted source. If you receive any suspicious e-mail, do not open / disclose any details and do report the same to the bank. You can reach us at 1800-209-2265 between 8:00 am to 9:30 pm or you can write to us at Vcare4u@adityabirla.bank.

I have not received the cashback on my account?

Cashback TAT's for every offer are different. If you have not received the cashback within the given time frame as mentioned for the respective offer, then we request you to speak to our customer service executive at 1800-209-2265 between 8:00 am to 9:30 pm or you can also write to us at Vcare4u@adityabirla.bank and we will help resolve the issue.

Customer Care

You may reach us for any query/complaint through any of our access channels mentioned below -
Email us at vcare4u@adityabirla.bank

Call us at 1800-206-2265 and speak to a Customer Care officer between 8 a.m. to 9:30 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 by writing to grievance@adityabirla.bank and he/she will respond to your complaint within 10 days.

Principal Nodal Officer

If the resolution provided by our Grievance Redressal officer does not meet your expectation, you can approach our Principal Nodal officer by writing to pno@adityabirla.bank and he/she will respond to your complaint within 10 days