

Information on The Reserve Bank - Integrated Ombudsman Scheme, 2021

We participate in The Reserve Bank - Integrated Ombudsman Scheme, 2021 as amended from time to time of the Reserve Bank of India.

If you have not received a response from us within one month after we have received your complaint, or if you are not satisfied with the reply given by any of our above channels, you may approach the Banking Ombudsman. Address of the Banking Ombudsman for the Centralised Receipt and Processing Centre (CRPC) is as follows:

Centralized Receipt and Processing
Reserve Bank of India,
Central Vista, Sector 17,
Chandigarh - 160 017

The Nodal Officer for Banking Ombudsman at our bank is Ayush Dhupar who can be contacted at the below mentioned address:

UBSAG,
10th Floor, Ceejay House,
Plot F, Shivsagar Estate,
Dr. Annie Besant Road,
Worli, Mumbai 400 018
Ph: +91 226 7773449
Email: ayush.dhupar@ubs.com

For the salient features of The Reserve Bank - Integrated Ombudsman Scheme, 2021 as amended from time to time please follow the link mentioned below:

https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf

A copy of this Scheme is displayed and available on request at our Mumbai branch.

For details of our Senior Management please see the contacts listing maintained on our website.