

## Minimum Requirement for Filing a Complaint

Approach the Office of the Ombudsman concerned, along with the following details (as applicable);

1. Your name and postal/billing address with
  - Telephone No.
  - Fax no.
  - Email address
2. Name and address of the branch/bank/entity or its registered office against which you are complaining
3. Facts of the case with supporting documents (if any).
4. Your Account number/it card number for card related complaints/other details
5. Nature and extent of the loss caused and relief sought thereof.
6. Any other supporting documents