

## Grievance Redressal Policy

At American Express we truly believe in providing best of class services to our customers. We aim to understand both our strengths and dissatisfies from our customer's point of view and work across our business units to meet their needs.

Our Grievance Redressal Policy focuses to improve customer satisfaction by collecting feedbacks from customers across all business units and action plans are put in place to address key issues (including vendor related issues) which are assigned to the relevant senior leaders to action.

The various channels through which our customers can contact us for any assistance or redressal of their grievances are listed below:

### Contact Particulars of 24 hour call centres

Should the Customer require any assistance, the 24 Hours call center of American Express can be contacted at these numbers - +91124-2801800 / 9810900800.

### Grievances Redressal Escalation – Contact Particulars of officers to be contacted

If the Customer is unsatisfied with the response received, the Customer can address the grievance (including vendor related grievance) at the below mentioned address and we will respond to you within 30 days:

Ms. Ashima Chopra/ Mr. Ashish Pandey  
Executive Correspondence Unit  
American Express Banking Corp.  
Cyber City, Tower C, DLF Bldg No.8  
Sector 25, DLF City Ph II  
Gurgaon – 122002 (Haryana)

For escalation of grievances, the same can be addressed to:

Mr. Rajiv Bathla  
Head of Operations  
American Express Banking Corp.  
Cyber City, Tower C, DLF Bldg No.8  
Sector 25, DLF City Ph II  
Gurgaon – 122002 (Haryana)  
[Head-Customerservicesindia@aexp.com](mailto:Head-Customerservicesindia@aexp.com)

### Banking Ombudsman Scheme

If you are not satisfied with the response or if you have not received a response from us within a month, you may file a complaint before the Banking Ombudsman.

[Click here](#) for details on the Banking Ombudsman Scheme

### Nodal Officer

Name: Mr. P.K. Sharangi  
E-mail ID: [P.K.Sharangi@aexp.com](mailto:P.K.Sharangi@aexp.com)

### Complete Postal Address of the Card Issuing Bank

American Express Banking Corp.  
Cyber City, Tower C, DLF Bldg No.8  
Sector 25, DLF City Ph-II  
Gurgaon – 122002 (Haryana)