

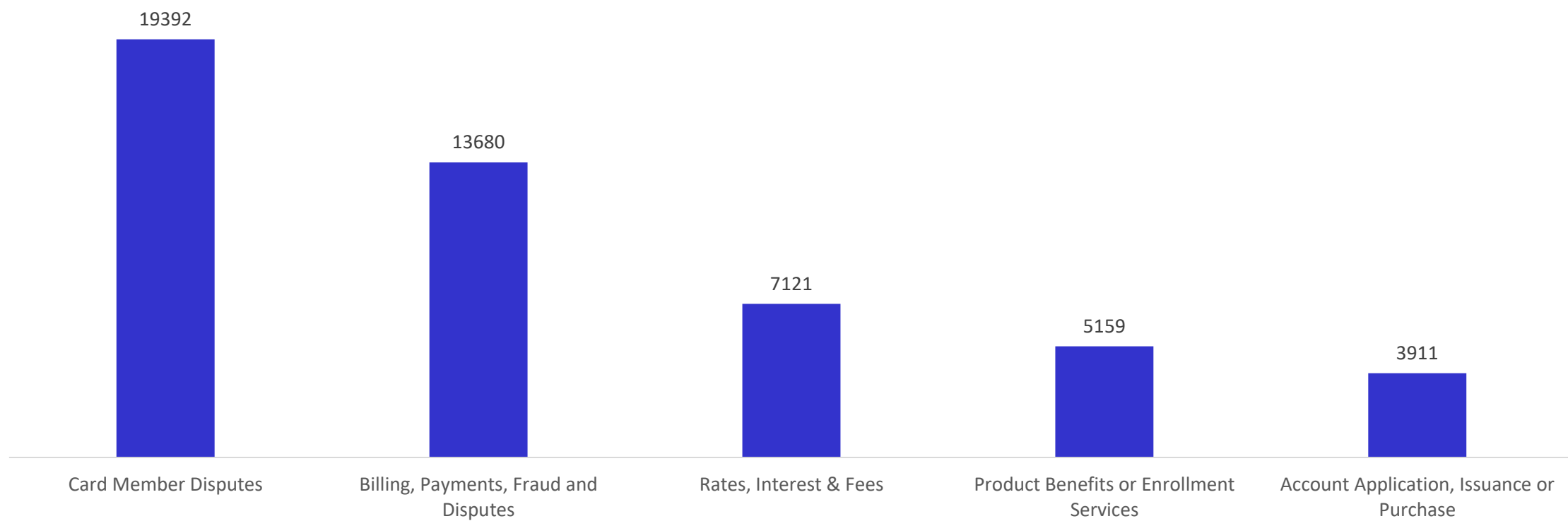


American Express Banking Corp.

Complaints Analysis for FY 2024-25



Top 5 Complaint Category





Complaint Analysis

Disclosure of complaints:

Summary information on complaints received by the bank from customers and from the OBOs

S No		Particulars	Current Year	Previous Year
			2024-25	2023-24
Complaints received by the bank from its customers				
1		No of complaints pending at the beginning of the year	2,637	1,763
2		No of complaints received during the Year	70,971	55,337
3		No of complaints disposed during the year	69,819	54,463
	3.1	Of which, number of complaints rejected by the	-	-
		bank		
4		No of complaints outstanding at the end of the year	3,789	2,637
Maintainable complaints received by the bank from OBOs				
5		Number of maintainable complaints received by the bank from OBOs	303*	333**
	5.1	Of 5, number of complaints resolved in favor of the	160	158
		bank by Bos		
	5.2	Of 5, number of complaints resolved through conciliation/mediation/settled/withdrawn/advisories issued by BOs	143	175
	5.3	Of 5, number of complaints resolved after passing	-	-
		of Awards by BOs against the bank		
6		Number of Awards unimplemented within the	-	-
		stipulated time (other than those appealed)		

*29 complaints are still open with RBI as on 9th June 2025, Hence, not included in above Maintainable complaints analysis.

**9 complaints are still open with RBI as on 9th June 2025, Hence, not included in above Maintainable complaints analysis.



Complaint Analysis

Disclosure of complaints:

Top five Grounds of complaints received by the bank from customers:

Grounds of complaints, (i.e. complaints relating to)	Number of complaints pending at the beginning of the year	Number of complaints received during the year	% increase/ decrease in the number of complaints received over the previous year	Number of complaints pending at the end of the year	Of 5, number of complaints pending beyond 30 days
1	2	3	4	5	6
Current Year (2024-2025)					
Credit Cards	1337	34469	54%	1624	3
Account opening/difficulty in operation of accounts	285	9471	0%	551	0
Levy of charges without prior notice/excessive charges/foreclosure charges	185	7121	14%	346	0
Non-observance of Fair Practices Code	152	3213	23%	177	0
Mis-selling/Para-banking	166	2394	11%	174	0
Others	512	14303	14%	917	1
Total	2637	70971	28%	3789	4
Previous Year (2023-2024)					
Credit Cards	553	22324	-13%	1337	28
Account opening/difficulty in operation of accounts	279	9472	-8%	285	0
Levy of charges without prior notice/excessive charges/foreclosure charges	247	6226	-14%	185	0
Non-observance of Fair Practices Code	72	2607	19%	152	0
Mis-selling/Para-banking	109	2159	14%	166	0
Others	503	12549	-4%	512	0
Total	1763	55337	-8%	2637	28