

Process and procedure for Customer Grievances

Reporting of Customer dispute - Customers on day to day basis may approach to their Relationship Managers (RMs), Product Sales Managers (PSMs) or Branch for any kind of help / support with various pre / post transactional queries. This section helps the customers with other online channels for raising queries / dispute and related processes followed for handling the same.

- 1) Client can raise a request to CMS Helpdesk team either through online mode as enabled within channels like Corporate Net Banking, Corporate Mobile Banking or Smart Pay or write an Email or Call-recorded lines.
- 2) The request should essentially contain User ID (mandatory), Email id (Non-Mandatory), Phone number (Non-Mandatory), and all the required details related to Issue identified.
- 3) For email or call, Customers can use the below credentials -
 - a. Email us on cms.helpdesk@yesbank.in
 - b. Call our Toll free - 1800-102-3357 (Option 02)

CMS Helpdesk Working Hours

Touch Points	Toll Free Number: 1800-102-3357 (Option 02 for CMS Helpdesk) Email: cmshelpdesk@yesbank.in
Working Hours	✓ 9:30 AM – 6:00 PM
Days	From Monday to Friday excluding Bank Holidays

Escalation Matrix: Once all the required details are in place, the queries do get resolved within 48 hours. However, if customer doesn't get the resolution, the below escalation matrix may be followed for necessary help.

Escalation Matrix for Help Desk			
Level - 1	CMS Help Desk	1 to 2 Days	cms.helpdesk@yesbank.in Toll free - 1800-102-3357 (Option 02)
Level - 2	Neelam Solanki	2 to 3 Days	neelam.solanki@yesbank.in
Level - 2	Olaf Quinny/ Krithika S	3 to 5 Days	Olaf.Quinny@YESBANK.IN
Level - 3	Preetam Das	> 5 Days	preetam.das@yesbank.in