



Bank Officials / Touch points to be contacted for redressal of complaints

Level 1

Contact Center: You can contact us at 1800 1200 / 1860 210 1200 for your concerns OR

E-mail: You can also write to us at yestouch@yesbank.in

You can also find our detailed contact information on our website: <https://www.yesbank.in/contact-us>

Level 2

If the resolution provided at Level 1 does not meet your expectation, you can write to our Grievance Redressal Officer or Nodal Officer as below:

Sangeeta P

Head - Grievance Redressal

YES BANK Limited,

YES BANK House,

Off Western Express Highway,

Santacruz East, Mumbai 400055

Email: head.grievanceredressal@yesbank.in

Phone No: 022-50795173

Level 3

If the resolution provided at Level 2 does not meet your expectation, you can write to our Principal Nodal Officer as below

Mr. Vikas Bindal

Principal Nodal Officer

YES BANK Limited

YES BANK House,

Off Western Express Highway,

Santacruz East, Mumbai 400055

Email: principal.nodalofficer@yesbank.in

Phone No: 022-50795174

Nodal Officer for Digital Lending

Mustufa Khajurwala

YES Bank Limited

YES Bank House,

Off Western Express Highway,

Santacruz East, Mumbai - 400055

Email: mustufa.khajurwala@yesbank.in

Tel No: 022-50919231

We would like to inform all our customers that our Bank is covered under the Integrated Ombudsman Scheme, 2021 of the Reserve Bank of India. Under this scheme, any grievance against the Bank, if not addressed within 30 days, can be addressed to the centralized Banking Ombudsman. Details of Integrated Ombudsman are available on our website: https://www.yesbank.in/regulatory_policies