

**AMERICAN EXPRESS COMPLAINT FORM**

You may send the Complaint Form via following methods:

Email: [Manager-Customerservicesindia@aexp.com](mailto:Manager-Customerservicesindia@aexp.com)

Or [Head-Customerservicesindia@aexp.com](mailto:Head-Customerservicesindia@aexp.com)

Courier / Mail the form to: American Express Banking Corp. Cyber City, Tower C, DLF Bldg no. 8,

Sector – 25, DLF City Ph II, Gurgaon – 122002 (Haryana)

Mandatory Field

First Name  Last Name

American Express Card Number:

Email Address

Contact Numbers:

Complaint Details:

Whether the above-mentioned matter has been reported to us through any other mode of communication:

Please allow us 3 working days (post receipt of the complaint) to review your complaint.

## **GRIEVANCE REDRESSAL POLICY**

At American Express we truly believe in providing best in 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 feedback 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.

We have a complaints management tool which automatically generates complaint number and allows us to automatically track the ageing of the complaint, which is then systematically reported to our Senior Management periodically. In addition, the ageing of all complaints are reported and escalated to the Senior Management via an established process. Our endeavor is to ensure that all customer complaints are resolved within 30 days from the date of receipt of the Complaint.

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 center**

Should you require any assistance; the 24 Hours call center of American Express can be contacted at these numbers - +91124-2801800 / 1800 419 3646

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

If you are not satisfied with the response received at our helpline, you can escalate your grievance at the below mentioned address.

Please Note that the below contact particulars are purely for Grievance Redressal Escalation, for general inquiries customers may reach out to us through our customer service channels ([Contact Us](#) )

Manager - Executive Correspondence Unit  
American Express Banking Corp.  
Cyber City, Tower C, DLF Bldg No.8  
Sector 25, DLF City Ph II  
Gurgaon – 122002 (Haryana)  
Telephone No. 0124-6702523 (Monday to Friday 8:30 to 5:00 pm)  
Email: Manager-Customerservicesindia@aexp.com

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

Ms. Priyameet Kaur  
Head of Customer Service  
American Express Banking Corp.  
Cyber City, Tower C, DLF Bldg No.8  
Sector 25, DLF City Ph II  
Gurgaon – 122002 (Haryana)  
Telephone No. 0124-6702527  
(Monday to Friday 8:30 to 5:00 pm)  
Email: Head-Customerservicesindia@aexp.com

Revised on August 27, 2024

Nodal Officer

Name: Mr. Saurabh Khanna

E-mail ID: AEBCNodalOfficer@aexp.com

Telephone no: 0124-6702638

(Monday to Friday 8:30 to 5:00 pm)

Address: American Express Banking Corp.

Cyber City, Tower "C", DLF Bldg. No.8, Sector - 25, DLF City Phase - II,

Gurgaon - 122002 (Haryana)

You can also file a complaint in the complaint register available at our branch or the [Complaint Form](#) available on our website.

For any complaints related to mis-selling or harassment by the representative of the Bank, customer can raise a complaint through:

Email: Manager-Customerservicesindia@aexp.com

Telephone No. 0124-6702523 (Monday to Friday 8:30 to 5:00 pm)

### **Banking Ombudsman Scheme**

If you are not satisfied with redressal of the complaint provided by Bank or if you have not received a response from Bank within one month i.e. 30 days of logging a complaint with us, you may approach the Office of Banking Ombudsman for Grievance Redressal. The complaint can be made to the Office of Banking Ombudsman with the complete transaction and other requisite details. (The 30 day period will be reckoned after all the necessary information sought from the customer is received) [Click here](#) for salient features / details on the Integrated Banking Ombudsman Scheme.

### Integrated Banking Ombudsman Contact Details

Link to log a complaint: <https://cms.rbi.org.in>

Address: Centralised receipt and Processing Centre (CRPC), Reserve Bank of India, 4th Floor, Sector 17, Chandigarh 160017

Toll Free Number: 14448 (9:30 AM to 5:15 PM)

**Complaints Analysis for FY 2021 – 2022:** [Click here](#)

**Complaints Analysis for FY 2022 – 2023:** [Click here](#)

**Complaints Analysis for FY 2023 – 2024:** [Click here](#)

### **Details of Senior Management of the Bank:**

Name	Designation	Office Address	Email ID
Sanjay Khanna	VP/GM & Chief Executive Officer, AEBC-India	American Express Banking Corp. Cyber City, Tower "C", DLF Bldg. No. 8, Sector - 25, DLF City Phase - II, Gurgaon - 122002 (Haryana)	Khanna.sanjay@aexp.com

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