

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

### Level 1

Branch Channel: You can meet the Branch Manager of the nearest branch in your city explaining the details concerned and he/she will respond to you OR

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](mailto:yestouch@yesbank.in) / [yestouchcc@yesbank.in](mailto:yestouchcc@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](mailto:head.grievanceredressal@yesbank.in)**

**Phone No: 022-50795173**

You can refer Annexure 03 in the Comprehensive Notice Folder for list of area wise Nodal Officers

### 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](mailto:principal.nodalofficer@yesbank.in)**

**Phone No: 022-50795174**

### Nodal Officer for Digital Lending and Nodal Officer at Head Office for Persons with Disabilities

**Mustufa Khajurwala**

**YES BANK Limited**

**YES BANK House,**

**Off Western Express Highway,**

**Santacruz East, Mumbai - 400055**

**Email: [mustufa.khajurwala@yesbank.in](mailto:mustufa.khajurwala@yesbank.in)**

**Tel No: 022-50795454**

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 centralised Banking Ombudsman. Details of Integrated Ombudsman are available with the Branch Manager, Officer In charge of the Branch for your perusal.

| Name and Address of Nodal Officers |                                                                                                                      |             |                                                                   |                                                                                                                                                                                                                                                                                                                             |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sr. No.                            | Area of Operation                                                                                                    | Centre      | Nodal Officer of YES BANK                                         | Nodal Officer Contact Details                                                                                                                                                                                                                                                                                               |
| 1                                  | Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu                                                  | Ahmedabad   | Mr. Mustufa Khajurwala /<br><br>Back-up: Mr. Sharad Saraiya       | YES BANK Ltd.<br>7 <sup>th</sup> Floor, Times Square Grand, PRO Colony,<br>Sindhu Bhavan Road, Thaltej, Ahmedabad -380069<br>Tel No: 079 - 69235179,<br>E mail: <a href="mailto:mustufa.khajurwala@yesbank.in">mustufa.khajurwala@yesbank.in</a> / <a href="mailto:sharad.saraiya@yesbank.in">sharad.saraiya@yesbank.in</a> |
| 2                                  | Karnataka                                                                                                            | Bengaluru   | Mr. Jenish Shah /<br><br>Back-up: Mr. M Sarath Reddy              | YES BANK Ltd.<br>Ground Floor, Prestige Obelisk, Municipal No. 3, Kasturba Road, Bangalore - 560001<br>Tel No: 080 - 49179910<br>E mail: <a href="mailto:jenish.shah2@yesbank.in">jenish.shah2@yesbank.in</a> / <a href="mailto:m.reddy@yesbank.in">m.reddy@yesbank.in</a>                                                  |
| 3                                  | Madhya Pradesh                                                                                                       | Bhopal      | Mr. Anand Pandey /<br><br>Back-up Mr. Sharad Saraiya              | YES BANK Ltd.<br>Plot No 215, Ground Floor, Phase 1 M.P Nagar, Bhopal, Madhya Pradesh - 462011<br>Tel No: 022 - 65078393<br>Email: <a href="mailto:anand.pandey7@yesbank.in">anand.pandey7@yesbank.in</a> / <a href="mailto:sharad.saraiya@yesbank.in">sharad.saraiya@yesbank.in</a>                                        |
| 4                                  | Odisha                                                                                                               | Bhubaneswar | Ms. Maitrayee Chakraborty<br><br>Back-up: Mr. Partha Panda        | YES BANK Ltd.<br>Plot No. 31, Bapuji Nagar, Bhubaneswar, Orissa - 751009<br>Tel No: 033- 44373944<br>Email: <a href="mailto:maitrayee.chakraborty1@yesbank.in">maitrayee.chakraborty1@yesbank.in</a> / <a href="mailto:partha.panda@yesbank.in">partha.panda@yesbank.in</a>                                                 |
| 5                                  | Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana. | Chandigarh  | Mr. Ajay Mahajan<br><br>Back-up: Mr. Syed Tasveer Hussain Andrabi | YES BANK Ltd.<br>Mezzanine and First Floor, Plot No. 6, Basant Lok Complex, Opposite Priya Cinema, Vasant Vihar, New Delhi - 110057<br>Tel No: 011-49433455<br>E mail: <a href="mailto:ajay.m@yesbank.in">ajay.m@yesbank.in</a> / <a href="mailto:Tasveer.Hussain@yesbank.in">Tasveer.Hussain@yesbank.in</a>                |

| Name and Address of Nodal Officers |                                                                                                                                                                                       |              |                                                                    |                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sr. No.                            | Area of Operation                                                                                                                                                                     | Centre       | Nodal Officer of YES BANK                                          | Nodal Officer Contact Details                                                                                                                                                                                                                                                                                                                               |
| 6                                  | Tamil Nadu and Andaman and Nicobar Islands                                                                                                                                            | Chennai (I)  | Mr. Jenish Shah /<br><br>Back-up: Mr. Selvaraj R                   | <b>YES BANK Ltd.</b><br>Ground Floor, No. 143/1, Uttamar Gandhi Salai, Nungambakkam, Chennai - 600 034<br>Tel No: 044 - 66765000<br>E mail: <a href="mailto:jenish.shah2@yesbank.in">jenish.shah2@yesbank.in</a> / <a href="mailto:selvaraj.rl@yesbank.in">selvaraj.rl@yesbank.in</a>                                                                       |
| 7                                  | Tamil Nadu and Puducherry                                                                                                                                                             | Chennai (II) | Mr. Jenish Shah /<br><br>Back-up: Mr. Selvaraj R                   | <b>YES BANK Ltd.</b><br>Ground Floor, No. 143/1, Uttamar Gandhi Salai, Nungambakkam, Chennai - 600 034<br>Tel No: 044 - 66765000<br>E mail: <a href="mailto:jenish.shah2@yesbank.in">jenish.shah2@yesbank.in</a> / <a href="mailto:selvaraj.rl@yesbank.in">selvaraj.rl@yesbank.in</a>                                                                       |
| 8                                  | State of Uttarakhand and seven districts of Western Uttar Pradesh namely, Saharanpur, Shamli (Prabudh Nagar), Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar) | Dehradun     | Mr. Anand Pandey /<br><br>Back-up: Mr. Proloy Mukherjee            | <b>YES BANK Ltd.</b><br>Ground Floor, 56 Rajpur Road, Dehradun, Uttarakhand - 249201<br>Tel No: 022-65078393<br>E mail: <a href="mailto:anand.pandey7@yesbank.in">anand.pandey7@yesbank.in</a> / <a href="mailto:proloy.mukherjee@yesbank.in">proloy.mukherjee@yesbank.in</a>                                                                               |
| 9                                  | Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura                                                                                                           | Guwahati     | Ms. Maitrayee Chakraborty<br><br>Back-up: Mr. Anjan Jyoti Talukdar | <b>YES BANK Ltd.</b><br>Ground & First Floor, Building No. - 115, Goyal Enclave, G.S Road, Near Big Bazaar, Bhangagarh, Guwahati - 781 005<br>Tel No: 0361- 2464546<br>Email: <a href="mailto:maitrayee.chakraborty1@yesbank.in">maitrayee.chakraborty1@yesbank.in</a> / <a href="mailto:anjanjyoti.talukdar@yesbank.in">anjanjyoti.talukdar@yesbank.in</a> |
| 10                                 | Andhra Pradesh and Telangana                                                                                                                                                          | Hyderabad    | Mr. Jenish Shah /<br><br>Back-up: Mr. Manoj Pohar                  | <b>YES BANK Ltd.</b><br>Ground Floor, Agravanshi Plaza, Bearing No 1-8-387, Huda Lane, Begumpet, Secunderbad - 500003<br>Phone no: 022 - 65078240<br>E mail: <a href="mailto:jenish.shah2@yesbank.in">jenish.shah2@yesbank.in</a> / <a href="mailto:manoj.pohar1@yesbank.in">manoj.pohar1@yesbank.in</a>                                                    |

| Name and Address of Nodal Officers |                                                                                                                                                                                    |             |                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sr. No.                            | Area of Operation                                                                                                                                                                  | Centre      | Nodal Officer of YES BANK                                                        | Nodal Officer Contact Details                                                                                                                                                                                                                                                                                                                                                    |
| 11                                 | Rajasthan                                                                                                                                                                          | Jaipur      | <b>Mr. Mustufa Khajurwala</b><br><br><b>Back-up: Mr. Sharad Saraiya</b>          | <b>YES BANK Ltd.</b><br>Ground Floor, Plot No: O-19A,<br>Ashok Marg, Nr. Ahinsa Circle,<br>C-Scheme, Jaipur, Rajasthan - 302 001<br>Tel No: 0141-4983758<br>E mail:<br><a href="mailto:mustufa.khajurwala@yesbank.in">mustufa.khajurwala@yesbank.in</a> /<br><a href="mailto:sharad.saraiya@yesbank.in">sharad.saraiya@yesbank.in</a>                                            |
| 12                                 | State of Jammu and Kashmir                                                                                                                                                         | Jammu       | <b>Mr. Ajay Mahajan</b><br><br><b>Back-up: Mr. Bhuvan Gupta</b>                  | <b>YES BANK Ltd.</b><br>Mezzanine and First Floor,<br>Plot No. 6, Basant Lok Complex,<br>Opposite Priya Cinema, Vasant Vihar,<br>New Delhi - 110057<br>Tel. No.: 011- 49433455<br>E mail: <a href="mailto:ajay.m@yesbank.in">ajay.m@yesbank.in</a> /<br><a href="mailto:bhuvan.gupta@yesbank.in">bhuvan.gupta@yesbank.in</a>                                                     |
| 13                                 | Uttar Pradesh (excluding Districts of Ghaziabad, Gautam Buddha Nagar, Saharanpur, Shamli (Prabudh Nagar), Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar)) | Kanpur      | <b>Mr. Anand Pandey</b>                                                          | <b>YES BANK Ltd.</b><br>14-113 Padam Tower, Civil Lines<br>Kanpur - 208 001<br>Tel No: 022-65078393<br>E mail: <a href="mailto:anand.pandey7@yesbank.in">anand.pandey7@yesbank.in</a>                                                                                                                                                                                            |
| 14                                 | West Bengal and Sikkim                                                                                                                                                             | Kolkata (I) | <b>Ms. Maitrayee Chakraborty</b><br><br><b>Back-up: Mr. Pawan Kumar Tejapaul</b> | <b>YES BANK Ltd.</b><br>5th Floor, Technopolis Building,<br>Plot no. BP 4, Sector -V, Salt Lake City,<br>Bidhannagar, Dist. - North 24 Parganas,<br>Kolkata - 700091<br>Tel No: 033-44373944<br>Email:<br><a href="mailto:maitrayee.chakraborty1@yesbank.in">maitrayee.chakraborty1@yesbank.in</a> /<br><a href="mailto:Pawan.Tejapaul@yesbank.in">Pawan.Tejapaul@yesbank.in</a> |

| Name and Address of Nodal Officers |                                                                                                                              |                |                                                                                |                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sr. No.                            | Area of Operation                                                                                                            | Centre         | Nodal Officer of YES BANK                                                      | Nodal Officer Contact Details                                                                                                                                                                                                                                                                                                                                                        |
| 15                                 | West Bengal and Sikkim                                                                                                       | Kolkata (II)   | <b>Ms. Maitrayee Chakraborty</b><br><br><b>Back-up: Mr. Pawan Kumar Tejpal</b> | <b>YES BANK Ltd.</b><br>5th Floor, Technopolis Building,<br>Plot no. BP 4, Sector -V, Salt Lake<br>City, Bidhannagar, Dist - North 24<br>Parganas, Kolkata.Pin Code: 700091<br>Tel No: 033-44373944<br>Email:<br><a href="mailto:maitrayee.chakraborty1@yesbank.in">maitrayee.chakraborty1@yesbank.in</a><br><a href="mailto:Pawan.Tejpaul@yesbank.in">/Pawan.Tejpaul@yesbank.in</a> |
| 16                                 | Districts of Mumbai, Mumbai Suburban and Thane                                                                               | Mumbai (I)     | <b>Mr. Mustufa Khajurwala</b><br><br><b>Back-up: Ms. Neeti Jain</b>            | <b>YES BANK Ltd.</b><br>YES BANKHouse,<br>Off Western Express Highway,<br>Santacruz East, Mumbai - 400055<br>Tel No: 022-50795454<br>Email:<br><a href="mailto:mustufa.khajurwala@yesbank.in">mustufa.khajurwala@yesbank.in</a> /<br><a href="mailto:neeti.jain@yesbank.in">neeti.jain@yesbank.in</a>                                                                                |
| 17                                 | Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane)                                             | Mumbai (II)    | <b>Mr. Mustufa Khajurwala</b><br><br><b>Back-up: Ms. Neeti Jain</b>            | <b>YES BANK Ltd.</b><br>YES BANKHouse,<br>Off Western Express Highway,<br>Santacruz East, Mumbai 400055<br>Tel No: 022-50795454<br>Email:<br><a href="mailto:mustufa.khajurwala@yesbank.in">mustufa.khajurwala@yesbank.in</a> /<br><a href="mailto:neeti.jain@yesbank.in">neeti.jain@yesbank.in</a>                                                                                  |
| 18                                 | North, North-West, West, South-West, New Delhi and South districts of Delhi                                                  | New Delhi (I)  | <b>Mr. Ajay Mahajan</b>                                                        | <b>YES BANK Ltd.</b><br>Mezzanine and First Floor,<br>Plot No. 6, Basant Lok Complex,<br>Opposite Priya Cinema,<br>Vasant Vihar, New Delhi - 110057<br>Tel. No.: 011-49433455<br>E mail: <a href="mailto:ajay.m@yesbank.in">ajay.m@yesbank.in</a>                                                                                                                                    |
| 19                                 | Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh | New Delhi (II) | <b>Mr. Ajay Mahajan</b>                                                        | <b>YES BANK Ltd.</b><br>Mezzanine and First Floor,<br>Plot No. 6, Basant Lok Complex,<br>Opposite Priya Cinema, Vasant<br>Vihar,<br>New Delhi - 110057<br>Tel. No.: 011- 49433455<br>E mail: <a href="mailto:ajay.m@yesbank.in">ajay.m@yesbank.in</a>                                                                                                                                |

| Name and Address of Nodal Officers |                                                                                             |                    |                                                              |                                                                                                                                                                                                                                                                                                                             |
|------------------------------------|---------------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sr. No.                            | Area of Operation                                                                           | Centre             | Nodal Officer of YES BANK                                    | Nodal Officer Contact Details                                                                                                                                                                                                                                                                                               |
| 20                                 | Bihar                                                                                       | Patna              | Mr. Anand Pandey                                             | <b>YES BANK Ltd.</b><br>Ground & Mezzanine Floor,<br>Unit No 201, 2nd Floor, Rajendra Ram Plaza, Plot No: 875, Holding No: 373,<br>Circle No: 6, Exhibition Road, Patna - 800 001<br>Tel No: 022-65078393<br>Email: <a href="mailto:anand.pandey7@yesbank.in">anand.pandey7@yesbank.in</a>                                  |
| 21                                 | Jharkhand                                                                                   | Ranchi             | Mr. Maitrayee Chakraborty<br><br>Back-up: Mr. Amit Kumar Roy | <b>YES BANK Ltd.</b><br>Crosswindz, 41, Court Road, Ranchi,<br>Jharkhand - 834001<br>Tel No: 033-44373944<br>Email: <a href="mailto:maitrayee.chakraborty1@yesbank.in">maitrayee.chakraborty1@yesbank.in</a> / <a href="mailto:amitkumar.roy@yesbank.in">amitkumar.roy@yesbank.in</a>                                       |
| 22                                 | Chhattisgarh                                                                                | Raipur             | Mr. Anand Pandey                                             | <b>YES BANK Ltd.</b><br>Ground and 1st Floor, Golchha Chambers,<br>Near Holy Heart School, Civil Lines, Raipur, Chhattisgarh - 492001<br>Tel No: 022-65078393<br>Email: <a href="mailto:anand.pandey7@yesbank.in">anand.pandey7@yesbank.in</a>                                                                              |
| 23                                 | Shimla                                                                                      | Shimla             | Mr. Ajay Mahajan                                             | <b>YES BANK Ltd.</b><br>Mezzanine and First Floor, Plot No. 6, Basant Lok Complex, Opposite Priya Cinema, Vasant Vihar, New Delhi - 110057<br>Tel. No.: 011-49433455<br>E mail: <a href="mailto:ajay.m@yesbank.in">ajay.m@yesbank.in</a>                                                                                    |
| 24                                 | Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region) | Thiruvananthapuram | Mr. Jenish Shah /<br><br>Back-up: Ms. Biji Banarjie          | <b>YES BANK Ltd.</b><br>Ground Floor, No. 37, Thycaud Village, Opp. Tagore Theatre, Vazhuthacaud,<br>Thiruvananthapuram - 695014<br>Tel No: 0471-4021301<br>E mail: <a href="mailto:jenish.shah2@yesbank.in">jenish.shah2@yesbank.in</a> / <a href="mailto:biji.susanbanarjie@yesbank.in">biji.susanbanarjie@yesbank.in</a> |