

Level 1:

Designation	Complaint Redressal Officer (CRO)
Email	cro.giftcity@idfcfirstbank.com
Contact Number	1800 10 888 (24*7)

If you have not received a satisfactory response at Level 1 within **30 days**, you may approach to our Level 2 officer within **21 days** from receipt of decision from CRO.

Level 2:

Designation	Complaint Redressal Appellate Officer (CRAO)
Email	crao.giftcity@idfcfirstbank.com
Contact Number	022-41652700 Timing – Monday to Saturday – 9:30 to 18:00 (except 2nd and 4th Saturdays and all bank holidays)

Alternatively, you may write to us at below address.

Complaint Redressal Officer / Complaint Redressal Appellate Officer
IDFC FIRST Bank Ltd - IFSC Banking Unit (IBU),
6th Floor, Brigade International Financial Centre,
Block-14, Zone-1, GIFT City,
Gandhinagar - 382355