

Level 1 - Customer Service:

Mode	Contact details
Call Center	1800 10 888 (24*7)
Email	banker@idfcfirstbank.com
For NRI customers	nriservices@idfcfirstbank.com

If you have not received a satisfactory response at Level 1 within 7 days, please approach to our Level 2

Level 2 - Regional Nodal Officer

Mode	Contact details
Regional Nodal Officer Email ID	rno@idfcfirstbank.com
Regional Nodal Officer Contact Number	022-41652700 Timing – Monday to Saturday – 9:30 to 18:00 (except 2nd and 4th Saturdays and all bank holidays)

• List of Regional Nodal Officers:

Sr. No	Branch	Nodal Officer Name	Nodal officer Address	Coverage Area
1	Ahmedabad	Bhavesh Bhavsar	IDFC FIRST Bank , Sun Square CG Road, TP 20, FP No 80 to 91, Umashankar Joshi Marg, Beside Hotel Regenta, Navrangpura, Ahmedabad, Gujarat - 380006	Union Territories of Dadra, Nagar Haveli, Daman and Diu & Gujarat
2	Bangalore	Gopalakrishna Pai	IDFC FIRST Bank, Ground & First Floor, N.P. Arcade, No.245/1, 4th Cross Road, OMBR Layout, Banaswadi, Bangalore - 560043	Karnataka
3	Bhopal	Nitish Sinha	IDFC FIRST Bank, First & Sixth Floor, Benchmark Business Park, Block no. A3, PU4, Commercial, Scheme no. 54, Vijay Nagar, Indore, Madhya Pradesh - 452010	Madhya Pradesh
4	Bhubaneswar	Saptarshi Samanta	IDFC FIRST Bank, 2nd Floor, Oriflame Mall (Citadel Building), Main Road Area, Ranchi, Jharkhand - 834001	Odisha
5	Bihar	Prashant Rana	IDFC FIRST Bank, Ground Floor, Premises bearing number – 17/3-B, Meghdoot Hotel Building, Mall Road, Kanpur, Kanpur Nagar - 208001	Bihar
6	Chandigarh	Naresh Sukhija	IDFC First Bank, First & Second Floor, 28 -28 A, Industrial Area Phase – 1, Chandigarh - 160002	Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula & Yamuna Nagar and Ambala Districts of Haryana

Sr. No	Branch	Nodal Officer Name	Nodal officer Address	Coverage Area
7	Chennai	Gideon N	IDFC FIRST Bank, Plot No.7B, Gandhi Mandapam Road, 1st Floor, Kotturpuram, Chennai - 600085.	Tamil Nadu, Union Territories of Puducherry (except Mahe Region) & Andaman and Nicobar Islands
8	Dehradun	Manoj Pandey	IDFC FIRST Bank, 59/3 Ground & 2nd floor Rajpur Road Dehradun , next to IDBI BANK Uttarakhand - 248001	Uttarakhand
9	Hyderabad	Irfana Perveen	IDFC FIRST Bank, 1-10-63/1/1, Veer Chambers, Chikoti Gardens, Begumpet, Hyderabad - 500016	Andhra Pradesh & Telangana
10	Jaipur	Abhishek Khandelwal	IDFC FIRST Bank, Office No. 4, 5A, 5B & 6, 7th Floor, Man Upasana Plaza, C-44, Sardar Patel Marg, C Scheme, Jaipur, Rajasthan-302001.	Rajasthan
11	Jammu	Naresh Sukhija	IDFC First Bank, First & Second Floor, 28 - 28 A, Industrial Area Phase – 1, Chandigarh - 160002	Jammu & Kashmir
12	Kanpur	Prashant Rana	IDFC FIRST Bank, Ground Floor, Premises bearing number -17/3-B, Meghdoot Hotel Building, Mall Road, Kanpur, Kanpur Nagar - 208001	Uttar Pradesh (excluding Districts of Ghaziabad and Gautam Budh Nagar)
13	Kolkata	Rakesh Upadhyay	IDFC FIRST Bank, Ground floor, Vishnu Chambers,J-4, Block GP, Salt Lake Sector 5, Biddhannagar, Kolkata -700091	West Bengal, Sikkim, Assam, Nagaland, Meghalaya & Tripura
14	Mumbai	Meenakshi Saliyan	IDFC FIRST Bank, Building no. 09, 17th floor, Gigaplex Raheja Mindspace IT-5, Airoli, Navi Mumbai - 400708	Maharashtra & Goa
15	New Delhi	Anubha Jain	IDFC First Bank, Ground Floor, Shop No: G-01 & G-02, Bhagwati Plaza, Plot No: 12, Sector: 5, Dwarka , New Delhi - 110075	Delhi, Uttar Pradesh (Districts of Ghaziabad and Gautam Budh Nagar) & Haryana (except the districts of Ambala and Yamuna Nagar and Panchkula)
16	Raipur	Bablu Patel	IDFC FIRST Bank, Regional Office, 5th Floor, Moti Mahal Palladium, Raipur, Chhattisgarh - 492001	Chhattisgarh

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17	Ranchi	Saptarshi Samanta	IDFC FIRST Bank, 2nd Floor, Oriflame Mall (Citadel Building), Main Road Area, Ranchi, Jharkhand - 834001	Jharkhand
18	Thiruvananthapuram	Gideon N	IDFC FIRST Bank, Plot No.7B, Gandhi Mandapam Road, 1st Floor, Kotturpuram, Chennai – 600085.	Kerala, Union Territory of Lakshadweep & Union Territory of Puducherry (only Mahe Region)

If you have not received a satisfactory response at Level 2 within 7 days, please escalate to our Principal Nodal Officer

Level 3 - Principal Nodal Officer Address

The Principal Nodal Officer: Mr. Vipul Raj

Address: IDFC FIRST Bank, building no. 09, 17th floor, Gigaplex Raheja Mindspace IT-5, Airoli, Navi Mumbai - 400708, Maharashtra.

Email ID: pno@idfcfirstbank.com

Contact detail: 1800 209 9771 (24*7)

Standard Turn-around Time (TAT) for broad level of Requests / Queries / Complaints

Mentioned below is the range of TATs applicable for Requests or Queries or Complaints within a broad classification.

Request / Query / Complaint Classification	Turn Around Time (In working days)	Remarks
ATM Related	1 – 46	Concerns where cash not dispensed from IDFC FIRST bank ATM / other bank ATM. Cases of chargeback where transaction claimed as successful.
	1 – 51	Concerns where cash not dispensed from International Other Bank ATM. Cases of chargeback where transaction claimed as successful.
Transaction / dispute related	1 – 37	UPI / IMPS Transactions including wrong transfer
	1 – 61	POS / Ecom Transactions Dispute
	1 – 120	Credit Cards Non-Fraud Transactions Dispute
	90	Unauthorized transaction dispute related (Retail Liability/Credit card) (calendar days)
Account Management	1 – 90	Queries / Requests pertaining to Account maintenance / Account conversion / Account transfer / Account upgrade / Account freeze and unfreeze / Lien deletion
	1 – 15	Updation of death of primary / non primary account holder
Account Opening / Closing	1 – 5	Queries / Requests pertaining to account opening / account closing / status of account
Net Banking / Mobile App Related	1 – 7	Queries / Request pertaining to technical Processing / Servicing issues faced for net banking and mobile app as a product or services.
Credit Card Application Related	5 – 20	Credit Card application & Add-on processing TAT
Collection Related	1 – 15	Queries / Request pertaining to disputes to Collection calls / Loan settlement
Credit Cards Life Cycle Related	5 – 7	Queries / Requests pertaining to Credit Card life cycle related such as Reissue / Replacement / Limit related / Duplicate Statement related / Bill Cycle related / Blocking & unblocking related

Request / Query / Complaint Classification	Turn Around Time (In working days)	Remarks
Demographics Related	3 – 15	Queries / Requests pertaining to modification or updation of Mobile Number / Address / Email / Name / Date of Birth / Signature / Aadhaar / PAN / GST
Third Party Product Related	1 – 15	Queries / Requests pertaining to Insurance Products / PM-Insurance schemes – PMJJBY, PMSBY, Atal Pension Yojana - APY & PFRDA related products and Mutual Fund.
	1 – 30	Accidental / Theft / Death Claims
Deliverables Related	1 – 5	Queries / Requests pertaining to Welcome Kit Related / Delivery Dispute / Delivery status / Dispatch status
Credit Card Rewards & Benefits Related	1 – 5	Queries / Request pertaining to rewards points credit / redemption
CIBIL / Bureau Related	1 – 30	Queries / Request pertaining to Bureau updation / Suppression
Loan Closure	1 – 15	Queries / Request pertaining to Loan Closure / NOC / Excess Refund
Charges Waiver / Refund	1 – 5	Queries / Request pertaining to Waiver of charges / Excess Refund
Payment Related	1 - 10	Queries / Request pertaining to Payment Updation
Prepaid Payment Instruments	02 - 08	Queries / request pertaining to tag activation/ closure (calendar days)
	45	Payment disputes (calendar days)
	45 - 160	Payment disputes in case of arbitration (calendar days)
Business Correspondents	1 - 30	Queries / request pertaining to fund transfer, On-Us / Off-Us cash deposit/ withdrawal (calendar days)
	45	Acquiring related disputes (calendar days)
	60	Dispute on Customer Authorized transaction (calendar days)
	90	Fraudulent / Misuse (calendar days)
	30 - 45	Queries / request pertaining to bureau updation (calendar days)
	30	Queries / request pertaining to payment updation (calendar days)

Certain queries where there are dependencies on external parties for a resolution warrant a higher TAT towards resolution. An indicative example is queries or complaints of the following types:

- Retrieval of CCTV footage from Acquirer Banks
- Disputed POS transaction – Reversal request raised to acquirer through network
- Disputed Online payments – Reversal requests raised through third party aggregators Request / Complaint Classification Turnaround Time (In working days)