

Suryoday Escalation Matrix for Business Correspondent Agent of Suryoday Small Finance Bank Ltd.

Contact Points	Timing	Contact No.
Level I: Mobisafar Services Pvt. Ltd. care@mobisafar.com	9:00 am - 6:00 pm	0161-5015050.
Level II: Suryoday Finance Bank Ltd. Customer Care	24x7	1800-266-7711

Note: In case of further escalations please write to the Principal nodal Officer at nodalofficer@suryodaybank.com or call on 07420053800 Details of the service offerings is available with the Business Correspondent Agent and customers are advised to refer the same before doing any banking transactions.

Service Charges

SERVICES	CHARGES
Cash Deposit	NIL
Fixed Deposit	NIL
Recurring Deposit	NIL
Account Opening	NIL
AEPS/mATM	NIL

The customer is advised to kindly note the following: -

1. (Mobisafar Services Pvt. Ltd.) is only a Business Correspondent (BC) of Suryoday Small Finance Bank Ltd. This outlet is a BC Agent of Suryoday Finance Bank Ltd. through (Mobisafar Services Pvt. Ltd.).
2. The fees/charges mentioned above are inclusive of all taxes including GST.
3. If the customer is charged in excess of the Fees/charges mentioned above, he/she should complain about the same on (Mobisafar Services Pvt. Ltd.) Customer Care Number 0161-5015050
4. The above-mentioned service charges are approved by Suryoday Small Finance Bank Ltd. and will remain in force until further notice.

Mobisafar Services Pvt. Ltd.

Suryoday Small Finance Bank Ltd.

Mobisafar Services Pvt. Ltd,
G - 18/19 Hampton Court Business Park, Phase - VIII, Focal
Point, Chandigarh Road, Ludhiana 141015

Suryoday Small Finance Bank Limited,
1101, Sharada Terrace, Plot No.65, Sector 11, CBD
Belapur, Navi Mumbai, Maharashtra, 400614