

Please complete this form if you wish to share with us your complaints about Indian Overseas Bank, Singapore Branch ("IOBS") products or services.

Account number	
Account type (e.g. Current/Savings/Loan etc.)	
Transaction date (dd/mm/yyyy)	
Disputed amount (transaction amount/interest/fee*)	
* delete where appropriate.	
(If your complaint involves multiple accounts/transactions, please list them on a separate piece of paper and attach it to this form.)	

Details of the incident(s) giving rise to your complaint
Please provide full details of what has caused you to make a complaint

Consent to disclose your information and personal data

I would like IOBS to consider and handle my complaint. I hereby understand and agree that all information and personal data supplied by me will be used for purposes related to the handling of my complaint.

I understand and agree that IOBS may disclose or transfer the information and personal data supplied by me to third parties for purposes related to the handling of my complaint, including the bank and/or its staff who are the subject of the complaint and other relevant authorities and law enforcement agencies and where permitted or required by law.

I understand that should I wish to request access to, or correction of my personal data held by IOBS, I may do so by writing to the Data Protection Officer of the IOBS at the address shown below. I understand that I am not obliged to supply IOBS with information and personal data and agree to do so on a voluntary basis. If the information or personal data provided by me are not accurate or complete, the processing of my complaint may be affected.

Name: _____ Signature: _____ Date: _____

Please submit this completed form addressed to :

By e mail : iobcomplaints@iob.com.sg

By Post: 64 Cecil Street 10B Building Singapore 049711

For enquiries, please call: 6225 1100 / 6372 4431

If, despite our best efforts, you believe that we have not addressed your concerns, you may seek the assistance of The Financial Industry Disputes Resolution Centre Ltd ("FIDReC"). At present, FIDReC's services are available to all consumers who are individuals or sole-proprietors. The jurisdiction of FIDReC in adjudicating disputes between banks and consumers is up to S\$150,000.