



## Branch Customer Service Committee Meet – Ratna Milap

We believe that you the customer, are at the center of our business.

To enhance our service quality constantly, we need to know your concerns and what you think of our products and services. “Ratna Milap”, our customer engagement program at branches, offers us an opportunity to nurture your trust in us.

In this forum open only to our customers, you can interact with our branch staff outside the rush of a normal working day and we will make our best efforts to address your concerns and seek your suggestions for improving our services. In most of branches, our Senior Managers are also present to address your queries.

We look forward to your presence at “Ratna Milap”, held on every Second Friday\* of the month at any branch close to you.

We look forward for your continued patronage and mutually rewarding long lasting relationship.

Best Regards,

RBL Bank

\* Due to regional holidays or unforeseen circumstances, the day of “Ratna Milap” may change. Please confirm with your nearest Branch.