

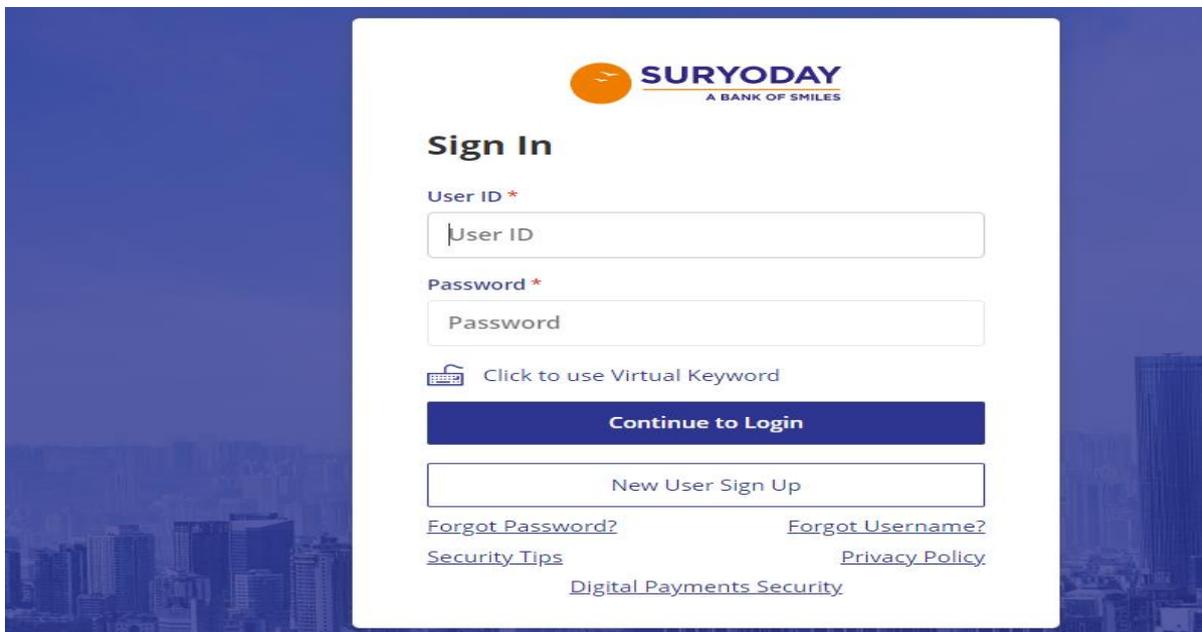
### **How to lodge a grievance online via Internet Banking and Mobile Banking:**

Bank has introduced a new platform for registering customer complaints online. Customers can now lodge a complaint via internet and mobile banking platforms.

It should be noted that to raise a complaint online you should have an account with Suryoday bank. It takes about 7 working days for the bank to resolve the complaint depending upon the complaint type.

So here are the steps to register complaint through Internet banking.

**Step 1: The first step is to log in to your internet Banking.**



The screenshot shows the Suryoday internet banking sign-in interface. At the top, the Suryoday logo and tagline 'A BANK OF SMILES' are displayed. Below this is the heading 'Sign In'. There are two input fields: 'User ID \*' and 'Password \*'. A link with a keyboard icon says 'Click to use Virtual Keyword'. A prominent blue button reads 'Continue to Login'. Below the button is a link for 'New User Sign Up'. At the bottom, there are links for 'Forgot Password?', 'Forgot Username?', 'Security Tips', 'Privacy Policy', and 'Digital Payments Security'.

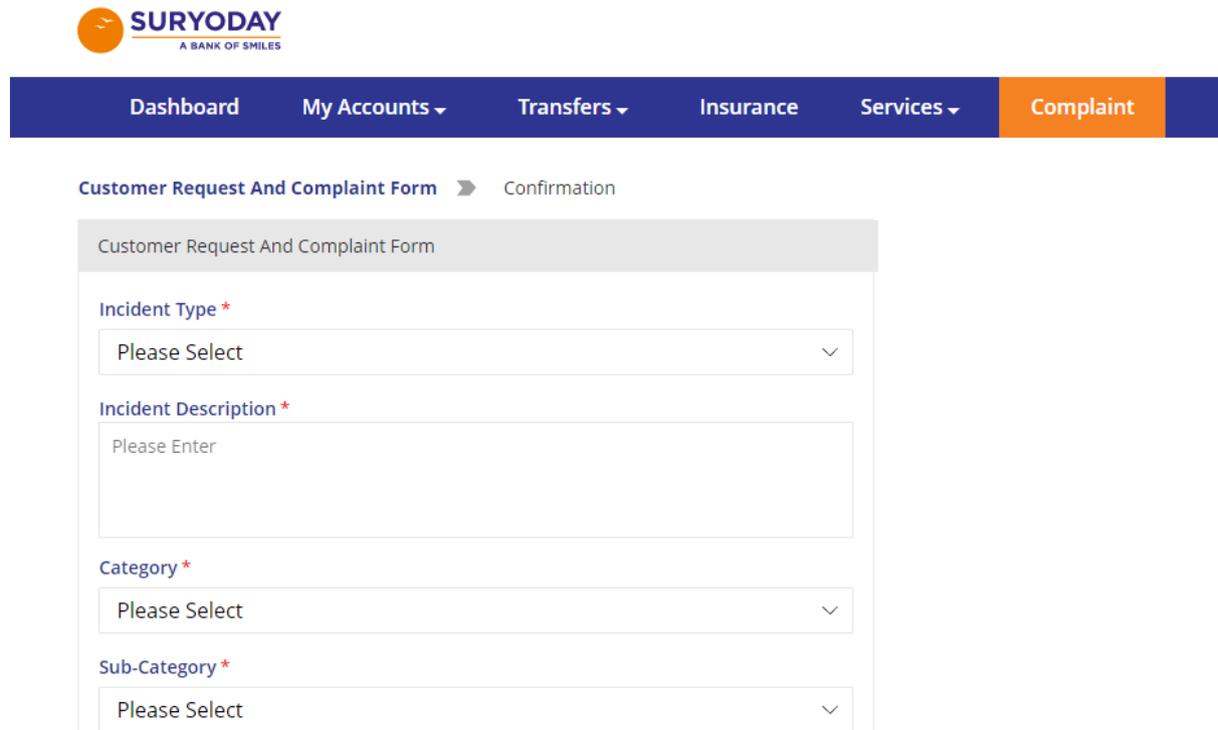
**Step 2: Click on the complaints Tab.**



**Step 3: Click on lodge complaints tab:**

**LODGE COMPLAINTS** 

**Step 4: Fill in the customer request and complaint form by selecting the appropriate category/sub-category and click on continue and confirm it.**



**SURYODAY**  
A BANK OF SMILES

Dashboard My Accounts ▾ Transfers ▾ Insurance Services ▾ **Complaint**

Customer Request And Complaint Form ➤ Confirmation

Customer Request And Complaint Form

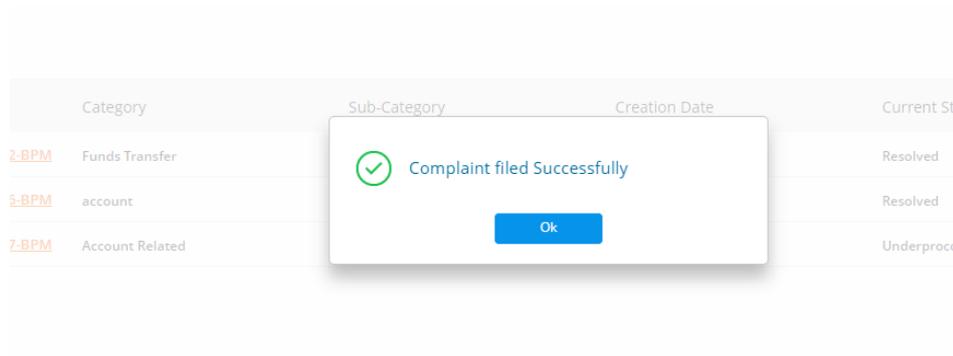
Incident Type \*  
Please Select ▾

Incident Description \*  
Please Enter

Category \*  
Please Select ▾

Sub-Category \*  
Please Select ▾

**Step 5 : System will confirm on successful submission on the complaint and service request number will be triggered on the registered mobile and email ID.**



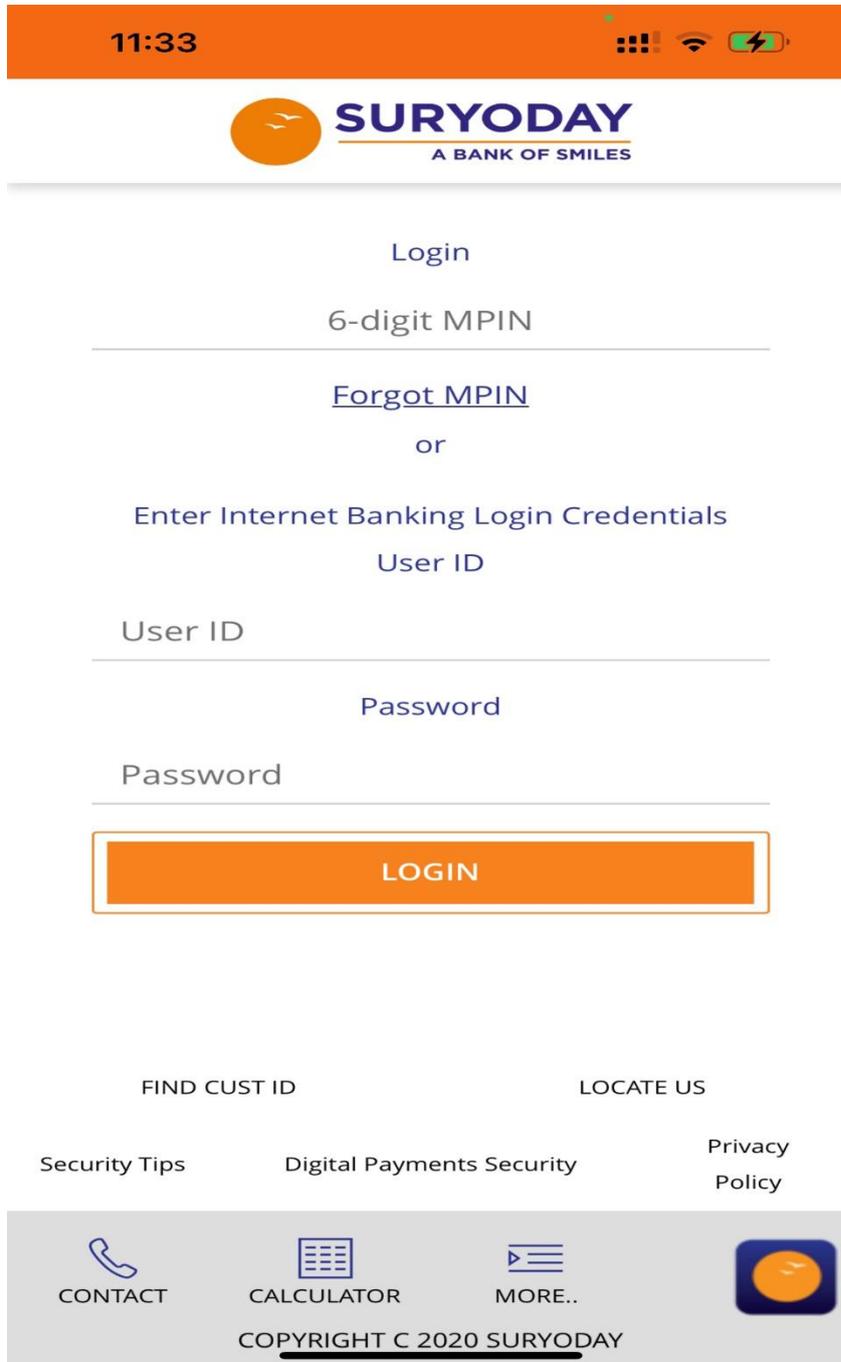
Category	Sub-Category	Creation Date	Current Sta
2-BPM	Funds Transfer		Resolved
5-BPM	account		Resolved
7-BPM	Account Related		Underproce

Complaint filed Successfully

Ok

So here are the steps to register complaint through mobile banking.

**Step 1: The first step is to log in to your mobile Banking.**



11:33

**SURYODAY**  
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Login

6-digit MPIN

[Forgot MPIN](#)

or

Enter Internet Banking Login Credentials

User ID

User ID

Password

Password

**LOGIN**

FIND CUST ID      LOCATE US

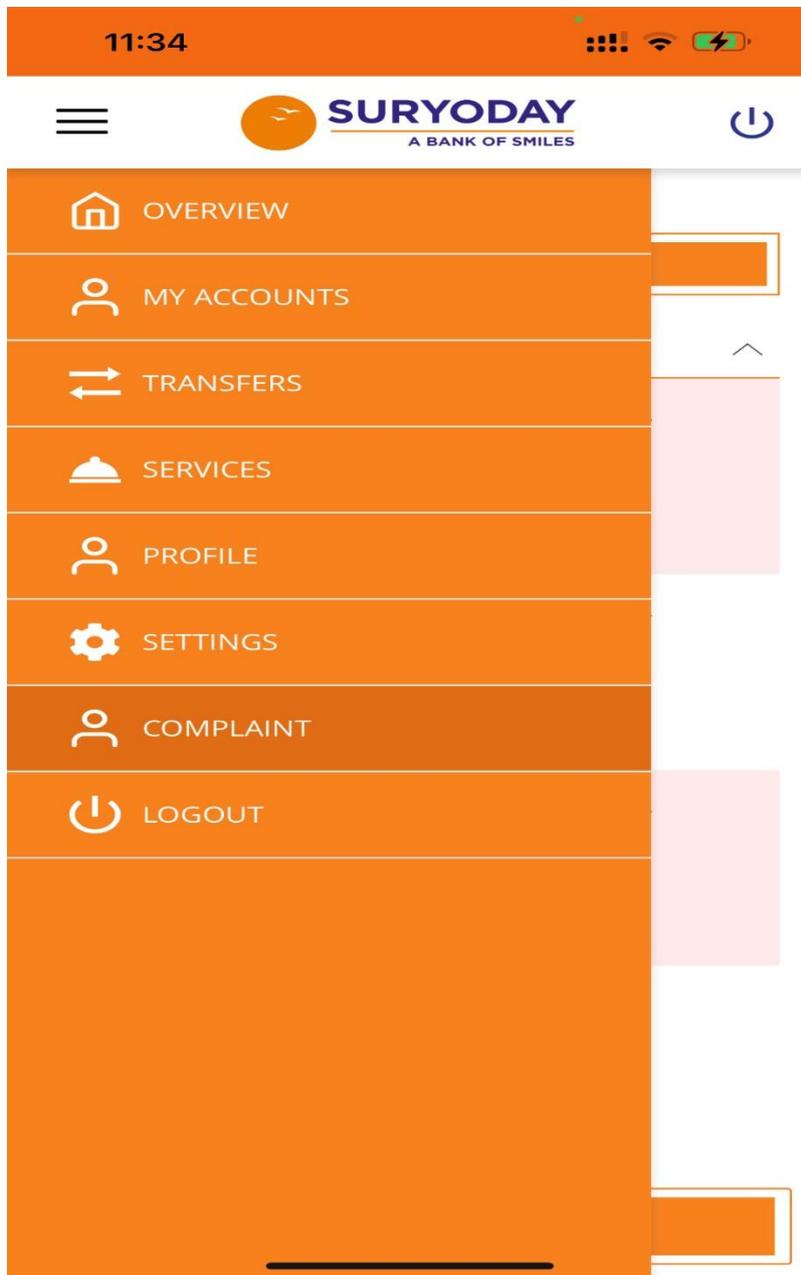
Security Tips      Digital Payments Security      Privacy Policy

CONTACT      CALCULATOR      MORE..

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**Step 2: Click on the complaints Tab.**



Step 3: Fill in the customer request and complaint form by selecting the appropriate category/sub-category and click on continue ,verify and confirm it

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**CUSTOMER REQUEST AND COMPLAINT FORM**

INCIDENT TYPE \*

Please Select >

INCIDENT DESCRIPTION

CATEGORY \*

Please Select >

SUB-CATEGORY \*

Please Select >

REMARKS

**Complaint Escalation Matrix**

**CONTINUE**

**Step 4 : System will confirm on successful submission on the complaint and service request number will be triggered on the registered mobile and email ID**

