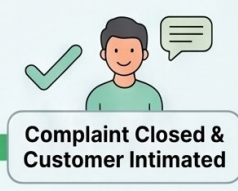


How to Resolve Your Grievance with The Ajara Urban Co-Op Bank Ltd.

Follow this three-level escalation path to lodge and resolve complaints through the bank's formal redressal hierarchy.



Internal Resolution (Levels 1 & 2)

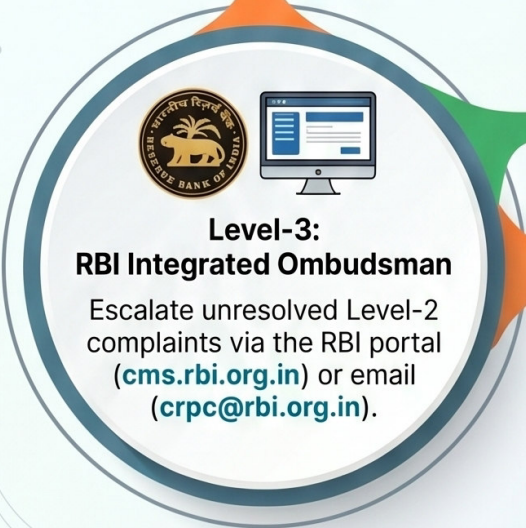


Unresolved



Unresolved

External Escalation & Outcomes



Unresolved

Unresolved issues move to the next level