



Grievance Redressal

Write to us, we are listening!

Our complaints commitment

We are committed to providing a high standard of service. However if you have a complaint and wish to register it with us, we would be glad to assist you.

We're here to help

You can share your complaints with us at the following addresses –

E-mail Us	barclaysfinance.customerservice@barclays.com
Write to Us	Barclays, 10th floor, Block B-6, Nirlon Knowledge Park, Opp Western Express Highway, Goregaon (East), Mumbai – 400063

Please provide us with your full name, account details (if you are a Barclays customer), contact information (address, day-time telephone number and e-mail address), copies of any relevant documents and a clear description of your requirement(s).

How soon can you expect a response?

You will receive a response within 10 working days and we shall do our best to resolve your complaint within this period. Some complex complaints may take a longer time to resolve.

For Escalation of your complaints:

Email at: xrabililcompliance@barclayscapital.com

How soon can you expect a response?

You will receive a response within 7 working days and we shall do our best to resolve your complaint within this period. Some complex complaints may take a longer time to resolve.

If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office, Department of Non -Banking Supervision, Reserve Bank of India, 16, Fort Glacis, Rajaji Salai, Chennai 600001