



Help Us Help You

Grievance Redressal

Our complaints commitment

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

We're here to help

You can share your complaint with your local branch staff in person or reach us through our call center, write to us or send us an email.

Level 1

1. Phone banking:

You can call us on our helpline numbers given below:



Cards Help Line Numbers	
Delhi, Gurgaon, Noida, Gaziabad, Faridabad	0124-6752222 / 95124-6752222
Mumbai, Nasik, Pune	022 6724 2222 / 9522 6724-2222
Rest of India	6000 4444 1800 233 7878 (MTNL / BSNL toll free)
Credit card application Helpline	60016001
Retail Banking Helpline Numbers	
Retail Banking	18002336565 (Toll free for MTNL / BSNL users) 60007888 (for Private Service users)
Premier Banking	18002336565 (Toll free for MTNL / BSNL users) 60007888 (for Private Service users)
Commercial Helpline Numbers	
Commercial Banking	022-60001550

Visit our Branch

E-mail us:

For Retail Banking and loans: **customerservices@barclays.com**

For Commercial Banking: **commercial.help@barclays.com**

For Premier Banking: **premiercustomercare@barclays.com**

For NRI Banking: **nri@barclays.com**

For Credit cards: **service@barclays.com**

Write to:

Customer Service Department,
Barclaycard Division,
Barclays Bank PLC,
P.O. Box.10145,
GPO,
Mumbai - 400001



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. However, even in such cases, you will be informed about the status of your complaint within this period.

Level 2

1. In case you have not received a satisfactory response from the above two channels, please write to our Nodal Officer.

Ms. Meera Rawat,

Barclays Bank PLC

601/603 Ceejay House

Shivsagar Estate, Dr Annie Besant Road

Worli, Mumbai -400018.

Telephone : 91-22-67196575

Email : grievanceredressal@barclays.com

(This address is for correspondence only)

You will receive a response within 7 working days.

Please quote the reference number (if any) pertaining to your earlier contact with the Bank on the same issue, in all your interactions with the Nodal Officer Team.

Please click [here](#) if you wish to Make a complaint

Banking Ombudsman Scheme 2006

We participate in the Banking Ombudsman Scheme, 2006 of the Reserve Bank of India.

If you have not received a response from us within one month after we have received your complaint, or if you are not satisfied with the reply given by us, you may approach the Banking



Ombudsman. Please click on the link below to obtain details of the Banking Ombudsman Scheme 2006 and to find out contact details of your nearest Banking Ombudsman. A copy of this Scheme is available on request and the salient features of this Scheme are displayed in our branches. Our staff is available to explain the procedure.
bankingombudsman.rbi.org.in

[Apply now](#)

Fill out our application form and we'll call you back.

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Bengali

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Hindi

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Oriya

Punjabi

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