

PROCEDURE TO LODGE GRIEVANCE ONLINE GRIEVANCE PORTAL

Grievance portal URL: <https://service.unionbankportal.co.in/>

1. Login Process: For login to the grievance portal, the customer needs to enter a mobile number followed by a seven-digit OTP which will be delivered to the entered mobile number.

a) For Existing Customers: Existing customers have to enter the mobile number which is registered with the Bank.

b) For Non-Existing Customers: Customer have to enter any active mobile number.

2. Go to the “My Grievances” TAB to create/view tickets. Go to the “Add Ticket” button to create a new ticket.

3. Kindly fill out the details below to submit/lodge the ticket:

a) Is existing Customer?- Select “Yes” if you have any account with Union Bank, else select “No”

b) Subject- Write the nature of the issue in brief.

c) Customer Account Number - Please enter the 15-digit Account Number

d) Ticket Type- Select Complaint or Service Request depending on your nature of issue/request.

e) Area - Select the proper category for Complaint/Service Request

f) Sub Area - Select proper Sub-category for Complaint/Service Request

g) Description - Provide the details of issue.... For example, in case of any failed/ disputed transaction, please provide Transaction Date, Transaction Amount, Transaction Id, Retrieval Ref. No., etc.

h) Attachment - You can upload the screenshots/documents for proper and timely resolution of your Complaint/Service Request.

i) Submit- Click on “Submit” button to lodge a ticket.

4. An acknowledgement with Ticket Id will be sent to your registered mobile number/Email Id.

5. Once your ticket is updated/closed, you will get a notification via SMS/Email.

6. To see more details/resolution of your ticket, please login to the grievance portal and check the details.

7. If you are not satisfied with the resolution provided by the Bank, then you can “reopen” the ticket or raise the new ticket.