

Use of Un-parliamentary Language by Customers

At Unity Small Finance Bank, we are committed to assist you in achieving your financial objectives and to ensure that your banking experience is as smooth and efficient as possible.

We strongly believe in treating our customers with politeness, courtesy, and respect in every interaction whether in person, over the phone, via email, or through any other medium. Our team is here to provide guidance, to support our customers and work diligently to address their queries and concerns. While we strive to resolve all issues promptly, there may be rare occasions when certain circumstances beyond our control prevent us from doing so. These may include internet outages, system issues, or regulatory constraints. Despite these challenges, our focus remains on providing the best possible service. We are grateful for our customers' understanding and patience. The support and cooperation from customers inspire us to constantly improve our services.

We are dedicated to creating a respectful and supportive environment for our customers and employees. However, we would like to emphasize the importance of maintaining a respectful and professional tone during our interactions. Unparliamentary behaviour such as insults, threats, or aggressive language can create an unproductive environment and may affect our ability to assist you effectively. We believe that open and respectful communication is key to resolving any issues and fostering a positive relationship that will enable us to serve you in the most constructive and respectful manner. Consequently, while we acknowledge the significance of customer relations in the service industry, it is with great reluctance and sincere regret that it must be noted that Unity Small Finance Bank reserves the right to close all relationships with customers who engage in offensive behaviour. We sincerely hope to resort to this course of action only in the most exceptional cases.

We encourage customers to explore our escalation matrix, if they ever feel that their query has not been resolved to their satisfaction, they can escalate matters through our internal mechanisms or reach out to an external forum, such as the Banking Ombudsman. For more information, please visit our [Grievance Redressal Matrix](#).

Thank you for being a valued customer.