

## Paytm Payments Bank Limited (PPBL) – Customer Grievance Advice

Customer Type	Existing PPBL Customer <input type="checkbox"/>	Not a PPBL Customer <input type="checkbox"/>
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Name		Account No	
Registered Email address		Registered Mobile No	
Address			

Account Type (Saving account/Current Account/Wallet)	
Product / Service about which you have complaint	
Nature of complaint	
Please give brief of details of your complaint/Description of Issue	
Transaction date & time, Transaction ID and Amount (not required in case of non-transactional complaints)	
Please give the ticket number (in case you have already registered a request for your concern)	

Date:

Location:

Please fill the form with signature and send the duly filled form to Shri Raj Kumar Tripathi, Principal Nodal Officer, Paytm Payments Bank Limited, B-121, Sector 5, Noida, Uttar Pradesh-201301 or email to us at [nodalofficer@paytmbank.com](mailto:nodalofficer@paytmbank.com).

Alternately, you could also approach any of our front-end customer service channel(s) for lodging a complaint. The first point for redressal of complaints is the bank itself and the complainants may approach the BO only if the complaint is not resolved at the bank level within a month or the complainant is not satisfied with the response from the Bank.

For more details, refer [Customer Grievance Redressal Policy](#):  
<https://www.paytmbank.com/Policies/Customer-Grievance-Redressal-Policy-for-Paytm-Payments-Bank>