

Customer Grievance Redressal Policy

Customer Service Channels

1. Customers can contact our customer care officers over phone at **345** from their Aircel Number or at **7373000345** from any other number (Charges will be applicable as tariff plan).
2. Customers can also e-mail their queries or complaints at mobilemoney_care@aircel.co.in

Time frame for Response

1. Queries or complaints related to Mobile Money account details or transactions will be resolved within 7 days from the date of registration of queries or complaints.
2. Unless specified elsewhere, all complaints relating to network fault or disruption of service or disconnection of service due to connectivity shall be redressed within 3 days from the date of registration of complaint.
3. If any case needs additional time we will inform the customer the reasons of delay in resolution and provide expected time lines for resolution of the complaint.

For all the above instances, a service request number will be generated through the service request portal.

Nodal Officer for Aircel Smart Money Limited

If customers are not satisfied with the resolution provided by our customer service channels they can send email to nodal officer at mobilemoney_nodal@aircel.co.in

Time frame for Response:

1. All complaints will be responded within 10 working days.
2. If any case needs additional time we will inform the customer the reasons of delay in resolution and provide expected time lines for resolution of the complaint.

While sending an email to the nodal officer it is mandatory to mention the service request number generated at customer service channel.

Nodal Officer for ICICI Bank

1. If the customers are not satisfied with the resolution provided through various channels and still want to appeal further, they can send email at headservicequality@icicibank.com with the service request number generated at our customer service channel.
2. Customers can also write to the Nodal officer at:
The Nodal Officer
ICICI Bank Ltd,
Bandra Kurla Complex,
Mumbai 400051.

Time frame for Response:

1. All complaints will be responded within 10 working days.
2. If any case needs additional time we will inform the customer the reasons of delay in resolution and provide expected time lines for resolution of the complaint.