

Escalation Matrix – Kotak Mahindra Bank



In today's market scenario, customer service is a very critical component in achieving and maintaining a high level of customer satisfaction. We, at Kotak Salary2Wealth value our customers and their needs. Although we are continuously trying to make our product offerings and services as the best, at times there are some queries/ complaints which need immediate attention.

In the endeavor to improve the service levels and provide timely and accurate support to all customers, we have established our own Salaryhelpdesk Service Team. For escalation of service related issues you may also write to the below mentioned. You may follow this escalation if your query/ complaint have not been attended to your satisfaction after the reasonable period of time as mentioned below.

Kotak Representative	Name	Contact Number	Email ID	Remarks
Account Manager	Prashant Mandapalli	7045958764	prashant.mandapalli@kotak.com	Account Opening
Service Officer	Maryalisha Dsouza	02266482704	Salaryhelpdesk.Mumbai@kotak.com	Service Related
Key account manager	Chirag Shingala	9167490422	chirag.shingala@kotak.com	Escalation Level 1
Service Manager	Kejal Jain	02266482689	kejal.jain@kotak.com	Escalation Level 1
Location Head	Anand Zutshi	02266482621	anand.zutshi@kotak.com	Escalation Level 2

Other Important contact details for your corporate are provided below:

Name	Contact Number	Email ID	Remarks
Phone Banking Number (Customer Care Centre)	18602662666 & press 20 to speak with the phone banker directly	service.bank@kotak.com	Phone Banking Number (Customer Care Centre)
Credit Card	18602662666 & press 20 to speak with the phone banker directly	service.cards@kotak.com	Credit Card
Instant Balance, Know your account balance with just one call.	Call on 1800 274 0110 (toll-free) from your registered mobile number to get an instant SMS of your account balance		

Assuring you of our best services at all times, we look forward to a long and mutually beneficial relationship.