

Grievance Redressal

Smart Credit Members may write to customer.care@in.standardchartered.com or Customer Care Unit, Standard Chartered Bank ,19 Rajaji Salai, Chennai -600 001 for any request, information or query on their Smart Credit Account and the Bank will ensure that a timely response is given to the same.

Smart Credit members may also write to Head, Service for redressal of any unresolved grievances at Head.service@in.standardchartered.com in the event the response received by the Smart Credit Member has not been addressed to his/her satisfaction.