

Grievance Redressal

Write to us, we are listening!

Our complaints commitment

We are committed to providing a high standard of service. However if you have a complaint and wish to register it with us, we would be glad to assist you.

E-mail Us

barclaysfinance.customerservice@barclays.com

Write to Us

Barclays, 10th floor, Block B-6, Nirlon Knowledge Park, Opp Western Express Highway, Goregaon (East), Mumbai – 400063

Call US

+91 (0) 22- 61754000

We're here to help

You can share your complaints with us at the following addresses –

Please provide us with your full name, account details (if you are a Barclays customer), contact information (address, day-time telephone number and e-mail address), copies of any relevant documents and a clear description of your requirement(s).

How soon can you expect a response?

You will receive a response within 10 working days and we shall do our best to resolve your complaint within this period. Some complex complaints may take a longer time to resolve.

For Escalation of your complaints:

Email at: xrabilcompliance@barclayscapital.com

How soon can you expect a response?

You will receive a response within 7 working days and we shall do our best to resolve your complaint within this period. Some complex complaints may take a longer time to resolve. If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the [The General Manager, Department of Non-Banking Supervision, Reserve Bank of India, Mumbai Regional Office, 3rd Floor, Byculla Office Building, Opp. Mumbai Central Station, Byculla, Mumbai-400008]