

## Contact Information

For queries or transactions pertaining to any of the below mentioned transactions, please refer to the department email ids.

Department	Email
Operations (RTGS, NEFT, Fixed Deposits, Pay order, Demand Drafts, FCY cash purchase / sale, current a/c, savings a/cs, Cheque Clearing, Cheque collection, etax, Balance Confirmation, Statement of a/c)	operations.mum@shinhan.com
Remittance (Foreign Inward Remittance, Foreign Outward Remittance, TC's)	remitt.mum@shinhan.com
Imports (Import Bills, LC Issuance, LC Advising)	imports.mum@shinhan.com
Credit (Credit, Loans)	credit.mum@shinhan.com
Exports (Export bills, Guarantees, EEFC)	exports.mum@shinhan.com
Audit (TDS certificates)	audit.mum@shinhan.com
Treasury (Treasury Front Office related work)	treasury.ind@shinhan.com
Treasury Back Office (Treasury Back Office related work)	treasury.bo.ind@shinhan.com

## New Delhi Branch

Department	Email
Operations (RTGS, NEFT, Fixed Deposits, Pay order, Demand Drafts, FCY cash purchase / sale, current a/c, savings a/cs, Cheque Clearing, cheque collection, etax, Balance Confirmation, Statement of a/c)	operations.del@shinhan.com
Remittance (Foreign Inward Remittance, Foreign Outward Remittance, TC's)	remitt.del@shinhan.com
Imports (Import Bills, LC Issuance, LC Advising)	imports.del@shinhan.com
Credit (Credit, Loans)	credit.del@shinhan.com
Exports (Export bills, Guarantees, EEFC)	exports.del@shinhan.com
Audit (TDS certificate)	audit.del@shinhan.com

**Poonamalle Branch**

Department	Email
Operations (RTGS, NEFT, Fixed Deposits, Pay order, Demand Drafts, FCY cash purchase / sale, current a/c, savings a/cs, Cheque Clearing, cheque collection, etax, Balance Confirmation, Statement of a/c)	operations.vel@shinhan.com
Remittance (Foreign Inward Remittance, Foreign Outward Remittance, TC's)	remitt.vel@shinhan.com
Imports (Import Bills, LC Issuance, LC Advising)	imports.vel@shinhan.com
Credit (Credit, Loans)	credit.vel@shinhan.com
Exports (Export bills, Guarantees, EEFC)	exports.vel@shinhan.com
Audit (TDS certificates)	audit.vel@shinhan.com

**Pune Branch**

Department	Email
Operations (RTGS, NEFT, Fixed Deposits, Pay order, Demand Drafts, FCY cash purchase / sale, current a/c, savings a/cs, Cheque Clearing, cheque collection, etax, Balance Confirmation, Statement of a/c)	operations.pune@shinhan.com
Remittance (Foreign Inward Remittance, Foreign Outward Remittance, TC's)	remitt.pune@shinhan.com
Imports (Import Bills, LC Issuance, LC Advising)	imports.pune@shinhan.com
Credit (Credit, Loans)	credit.pune@shinhan.com
Exports (Export bills, Guarantees, EEFC)	exports.pune@shinhan.com
Audit (TDS certificates)	audit.pune@shinhan.com

### Ahmedabad Branch

Department	Email
Operations (RTGS, NEFT, Fixed Deposits, Pay order, Demand Drafts, FCY cash purchase / sale, current a/c, savings A/c's, Cheque Clearing, Cheque collection, etax, Balance Confirmation, Statement of a/c)	operation.ahd@shinhan.com

### Ranga Reddy Branch

Department	Email
Operations (RTGS, NEFT, Fixed Deposits, Pay order, Demand Drafts, FCY cash purchase / sale, current a/c, savings A/c's, Cheque Clearing, Cheque collection, etax, Balance Confirmation, Statement of a/c)	operations.rr@shinhan.com
Trade	trade.rr@shinhan.com
Credit (Credit, Loans)	credit.rr@shinhan.com

NEFT – Customer Facilitation Center – for a list of main contacts for NEFT transactions of Other Banks – [click here](#)

### Grievance Redressal

Location	Nodal Officer Name and Contact Details
Gujarat – Ahmedabad	Ms. Ami Parikh Address: Shapath V, First Floor, Unit 2 and 3, Beside Crowne Plaza Hotel, Opp. Karnavati Club, S G Road, Ahmedabad - 380015 Tel:079-71170400 Email: ami.parikh@shinhan.com
Maharashtra – Mumbai	Ms. Gita Khemani Address: Unit No.001, ground floor, Peninsula Tower 1, Peninsula Corporate Park, G Kadam Marg Lower Parel, Mumbai – 400 013 Tel: 022-61992000 Email : gita@shinhan.com
Maharashtra – Pune	Mr. Amit Kumar Address: Ground Floor, Red Building Plot No. 2, Galaxy Society, Boat Club, Pune 411 001 Tel: 020-67044811 Email :amitkumar@shinhan.com
New Delhi	Ms. Pushpa Sharma Address: 2nd and 3rd Floor, D-5 South Extension – Part II Ring Road, New Delhi – 110 049 Tel: 011-45004800 Email: pushpasharma@shinhan.com

Tamil Nadu – Poonamallee	Mr. Amit Ranjan Address: 84/1C2B1, Madavilakam Village, Poonamallee Taluk, Thiruvallur Dist- 600123 Tel: 044-67144400 Email: <a href="mailto:sureshs@shinhan.com">sureshs@shinhan.com</a>
Telangana – Ranga Reddy	Ms. Madhavi Dasika Address: SLN Terminus, 1st Floor, Survey No. 133, Gachibowli Serilingampally Mandal, Ranga Reddy Dist, Telangana-500032 Tel: 040-66352000 Email: <a href="mailto:madhavi@shinhan.com">madhavi@shinhan.com</a>
	For further escalation, please refer to our “Grievance Redressal Policy”, which is available on this web site.

### **Important: Business Continuity related.**

Shinhan Bank is CBS (Core Banking System) enabled for all its banking transactions.

All Shinhan Bank branches in India are Core Banking System (CBS) enabled.

In case of any disaster or break-down in service in any specific branch of Shinhan Bank, the customers will be provided uninterrupted services from other branches.

In case of exigencies the customers may contact the bank branches on the contact details given above.