

CAFRAL Virtual Conference of Heads of Customer Service



Background:

The financial system in India has one of the largest outreach and mechanisms for channeling delivery of financial services. While Banks / NBFCs have been extending their services with innovative use of technology and customized products to meet the increased expectations of their customers, the quality and content of dispensation of customer service has come in for criticism mainly due to failure of handling the soaring demands and expectations of the customers. Tremendous increase in the network of financial institutions, complexities of products & services and technological challenges has often resulted in deficiency of services to customers who often perceive themselves to be disenfranchised. While the regulator has set up various customer protection mechanisms including the Ombudsman Scheme, with easier access to social platforms and electronic media, services rendered by Banks have come under close public scrutiny. It is thus imperative that customers' grievances are adequately and appropriately redressed by Banks / NBFCs, considering the regulatory, legal and reputational risk it poses if left unaddressed. Therefore, a robust framework is essential for customer protection and grievance redressal, casting a major responsibility on the Heads of Customer Service of Banks / NBFCs to meet rising expectations in alignment with regulatory stipulations.

Objective:

This one-day conference aims at sensitising senior executives of Banks / NBFCs on the need to ensure high standards of customer service and to be well conversant with the institutional and technological framework required for enhanced customer service, customer protection and grievance redressal.

Conference Highlights:

The conference would deal with the following -

- Regulatory perspective on Customer Service and Consumer Protection - Expectation from Regulated Entities
- Institutional Framework for strengthening Grievance Redressal
- Customer Education & Protection
- International Approach to Financial Consumer Protection
- Leveraging Technology for Customer Service and Safeguards

Date: March 14, 2023

Time: 09:45 AM to 05:45 PM

Platform: CISCO WebEx

Type: Virtual Program

Fees: Rs. 20,000/- + 18 % GST

For Nomination Form please visit our site www.cafral.org.in

**Last date for filing nomination
March 09, 2023**

**For more conference details,
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Conference Conditions

- ◆ Conference fees to be paid before the conference
- ◆ Nominations may be cancelled up to 5 days before the Conference

Participant Profile

Heads of Customer Service of Banks / NBFCs and their Senior Team Members

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