



## Whistle Blowing to NDB Ombudsman

### When to Connect:

- Customers and other stakeholders may contact the NDB Ombudsman in respect of a potential irregularity/fraud, conflicts of interest, environmental and social governance concerns, or violations of regulatory standards.
- Before contacting the NDB Ombudsman, customers should utilize the internal customer complaints mechanism set out at <https://www.ndbbank.com/complaint-handling-process>
- If there is no satisfactory response within 3 weeks of making a complaint via the internal customer complaints mechanism customers may contact the NDB Ombudsman on email given below.

Email of NDB Ombudsman: [NDBOmbudsman@gmail.com](mailto:NDBOmbudsman@gmail.com)

### When providing information to the NDB Ombudsman the following need to be included:

- Provide details to verify or substantiate the information being conveyed.
- State name and contact details, for verification and substantiation purposes.