

GRIEVANCE REDRESSAL MECHANISM FLOWCHART

Level 1:

Ms. Priyanka Singh (Grievance Redressal Officer)

Email: Customers can write to us at grievances@indificapital.com

Call: Or call us on +91-8882704303 (Monday to Friday from 10am to 7pm except Public Holidays)

Write to us at the below mentioned address:

Customer Service Department

Indifi Capital Private Limited

Plot-19, Ground Floor, Block C, Sewa Tower, Sector-18, Phase-4, Udyog Vihar, Gurugram, Haryana-122015, India.

If the issue is not resolved within 25 days, it may be escalated to Level 2.



Level 2:

Mr. Mayank Mathur (Principal Nodal Officer)

Email: Customers can write to us at pno@indificapital.com

If the issue is not resolved within further 5 days, it may be escalated to Level 3.



Level 3:

In case, there is no reply from the Company within 30 days of receiving the complaint or the complainant is not satisfied with the resolution provided, he/she may write to the RBI Ombudsman through following modes:

Portal: <https://cms.rbi.org.in> / <https://sachet.rbi.org.in> **Email:** crcpc@rbi.org.in

Physical Letters: Centralised Receipt & Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017

Complete Document on RBI's Integrated Ombudsman Scheme 2021 can be read here: rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf

Note: Customers to ensure the following to help us serve them timely:

- a. Loan account number and contact number to be mentioned in all your communication for us to be able to timely serve you.
- b. Subject line to be retained as it is while escalating the issue from one Level to another.