

## GRIEVANCE REDRESSAL MECHANISM FLOWCHART

Customers may raise service requests or queries by calling Indifi Customer Care at +91-9696555444 (Monday to Friday, 10:00 AM to 7:00 PM, excluding public holidays) or by emailing [cs@indifi.com](mailto:cs@indifi.com).

If the customer is not satisfied with the resolution provided through these channels, or if the issue remains unresolved for more than 10 days, the customer may escalate the matter in accordance with the Escalation Matrix mentioned below:



**Complete Document on RBI's Integrated Ombudsman Scheme 2021** can be read here: [rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021\\_121121.pdf](http://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.