

**Redressal Mechanism**

Level-1

Customer can write to the customer service department, below are the details of customer service team.

NAME	CONTACT NUMBER	EMAIL ADDRESS	Escalation Matrix Timeline
Customer Service	0161-4155071	customercarenbfc@myfindoc.com	1-3 Days

Level-2

If any customer is not satisfied with the resolution provided by the Customer Service team then escalation can be made to the Grievance Redressal Officer (GRO). Which is as follows:

NAME	CONTACT NUMBER	EMAIL ADDRESS	Escalation Matrix Timeline
Ms. Sweety Kumari	9915256520	<a href="mailto:grievancenbfc@myfindoc.co_m">grievancenbfc@myfindoc.co_m</a>	4-7 Days

Level-3

If any customer is not satisfied with the resolution provided by the GRO,then escalation can be made to the Principal Nodal officer. His details are as follows

NAME	CONTACT NUMBER	EMAIL ADDRESS	Escalation Matrix Timeline
Mr Arun S	9916912198	<a href="mailto:arun.s@myfindoc.com">arun.s@myfindoc.com</a>	7-15 Days

If any customer is not satisfied and the designated time(30days) has lapsed, the customer has an option to write to/ contact Reserve Bank of India at below mention address/email id Complaint lodging Portal of the RBI- <https://cms.rbi.org.in/>

Contact Details of Centralized Receipt and Processing Center(CRPC)

Address: Reserve Bank of India Sector 17,Chandigarh - 160017, India

Tel: +91 172 2721071, Fax: :+91 172 2701252 Email: crpc@rbi.org.in