

## **GRIEVANCE REDRESSAL MECHANISM**

The Company has adopted the following grievance redressal mechanism for speedy redressal of grievances of its customers in time bound manner:

### **Level 1 Escalation:**

Customers may register their complaints/ grievances with the “Grievance Redressal Cell” through any of the following modes which shall be attended within 10 days:

Email	<a href="mailto:wecare@fintreefinance.com">wecare@fintreefinance.com</a> / <a href="mailto:wecarefintree@gmail.com">wecarefintree@gmail.com</a>
Online	<a href="#">Contact Us – Fintree (fintreefinance.com)</a>
Write to us	Grievance Redressal Cell, Fintree Finance Pvt. Ltd. Engineering Centre 4th Floor, 9 Matthew Road, Opera House, Mumbai – 400004
Call Us	1800 267 8111 (Toll-free Number, 11.00 AM to 05.00 PM, Monday to Friday)

### **Level 2 Escalation:**

If customers are not satisfied with the resolution provided by the Grievance Redressal Cell or they do not receive any response from the Grievance Redressal Cell within 10 days as mentioned above, the customers may further escalate their complaints/ grievances to the Nodal Officer who shall attend the same within 7 days:

#### **Ms. Sweta Parekh**

Fintree Finance Pvt. Ltd.  
Engineering Centre 4th Floor,  
9 Matthew Road, Opera House,  
Mumbai – 400004  
Phone Number- 18002678111

Email- [sweta.parekh@fintreefinance.com](mailto:sweta.parekh@fintreefinance.com)

### **Level 3 Escalation:**

If customers are not satisfied with the resolution provided by the Nodal Officer or they do not receive any response from the Nodal Officer within the aforesaid 7 days, they may escalate their complaints/ grievances by writing to the Principal Nodal Officer who shall attend the same within 10 days:

#### **Principal Nodal Officer- Mr. Sandeep Chhowala**

Fintree Finance Pvt. Ltd.  
Engineering Centre 4th Floor,  
9 Matthew Road, Opera House,  
Mumbai – 400004

Phone Number- 18002678111

Email: [pno@fintreefinance.com](mailto:pno@fintreefinance.com)

The responsibilities of the Principal Nodal Officer are as under:

1. Ensure adherence to the grievance redressal policy and procedure laid down in this Policy, check its implementation and initiate corrective action wherever needed.
2. Decide upon matters requiring immediate attention and follow up for prompt redressal of grievances wherever delay is seen.
3. Take proper action to avoid any such delays in the future.

#### **Level 4: Final Escalation to Reserve Bank of India, the Regulatory Body**

If the complaint/ grievance of the customer is not redressed within a period of 4 weeks, the customer may appeal to Regional Office of DNBS of RBI, under whose jurisdiction the registered office of the Company falls:

Centralized Receipt and Processing Centre (CRPC),  
Reserve Bank of India, Central Vista,  
Sector 17, Chandigarh - 160 017

Email: [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

Website: <https://cms.rbi.org.in>

Contact Centre: #14448

The Nodal Officer shall ensure that this structured grievance redressal mechanism is displayed prominently, for the benefit of the customers, at all branches / places of the Company where business is transacted as well as on the website of the Company.