

			Escalation Matrix			
Complaint Categories				Levels		
Type of Complaint	Description of Complaint	Examples of Complaints	Level 1	Level 2	Level 3	Level 4
Common Complaints/ Technical Queries	User (Banker/Borrower) has issue while processing the loan application or user related complaint	Transfer of proposal, Unable to log-in, New User/Branch Creation, etc	<u>Time taken to resolve:</u> Days 2 Days	<u>Time taken to resolve</u> : 3 days	<u>Time taken to resolve</u> : 4 days	<u>Time taken to resolve:</u> 7days
			<u>Name of person:</u> Helpline Team	<u>Name of person:</u> Brijesh Mishra	<u>Name of person:</u> Gaurav Vipani	<u>Name of person:</u> Ronak Shah MuKund S
			<u>Email ID:</u> Support@psbloansin59minutes.com (Borrower) banksupport@psbloansin59minutes.com (Banker)	<u>Email ID:</u> Brijesh.mishra@onlinepsbloans.com	<u>Email ID:</u> Gaurav.vipani@onlinepsbloans.com	<u>Email ID :</u> Ronak.Shah@onlinepsbloans.com mukund@onlinepsbloans.com
			<u>Ph. No.:</u> 079-41055999	<u>Ph. No.:</u> 7490945578	<u>Ph. No.:</u> 6351358805	<u>Ph. No.:</u>