

GRIEVANCE REDRESSAL MECHANISM

Level 1

Customers can reach out to the support team through the following channels:

* Email (Primary Support): support@finsall.com

* Toll-Free Number: 1-800-570-5797

* WhatsApp Support: 9902519797

Level 2

If the issue remains unresolved at Level 1 or the complainant is not satisfied with the resolution, the grievance shall be escalated to the Compliance Team. The complainant may write to compliance@finsall.com with the complaint reference number and details, and the Compliance Team shall review, investigate, and respond within the prescribed timelines.

Level 3

If the complaint remains unresolved at Level 2, the matter shall be escalated to Level 3 to the Grievance Redressal Officer (GRO) for further resolution. The GRO shall endeavour to resolve the grievance within 14 days from the date of escalation. The details of the Grievance Redressal Officer are as under:

Name: Raman Kumar Agrawal, Contact Number: 18005705797, Email: support@finsall.com

Level 4

If the complaint remains unresolved at Level 3 by the Grievance Redressal Officer (GRO), the matter shall be escalated to Level 4 to the Principal Nodal Officer for final resolution. The Principal Nodal Officer shall endeavour to resolve the grievance. The details of the Principal Nodal Officer are as under:

Name: Raman Kumar Agrawal, Contact Number: 18005705797, Email: support@finsall.com

Level 5

RBI Ombudsman (RBIO)

If your grievance remains unresolved by the NBFC for over 30 days, you may escalate it to the Reserve Bank Integrated Ombudsman for a free and independent resolution. Complaints can be filed digitally via the CMS Portal (<https://cms.rbi.org.in>), through email at crpc@rbi.org.in, or by physical letter to the CRPC, Reserve Bank of India, Sector-17, Chandigarh - 160017, ensuring you provide your original complaint details and the nature of the service deficiency.