

GRIEVANCE REDRESSAL MECHANISM

- a) The complaints against the company primarily it should be heard and disposed by the concerned branch manager.
- b) If the customer is not satisfied with the decision of the branch manager, the matter can be further escalated to Grievances Redressal cell at Company head office. The contact details of the cell is as under:

Grievances Redressal Cell
Ph: +914844033100
Email: admin@rfsl.co.in / grievances@rfsl.co.in

- c) If the customer is not satisfied with the decision of the above or customers who wish to provide feedback or send in their complaint may approach the following officers between 10:00 AM and 5:00 PM, from Monday to Friday (except on national holidays).

- Nodal Officer
Contact Person: Jayakrishnan P
Contact No: +914844461602
E-mail: Jayakrishnan.p@rfsl.co.in
- Principal Nodal Officer/Grievance Redressal Officer
Contact Person: V C Georgekutty
Contact No: +914844461601
E-mail: md@rfsl.co.in

- d) If the complaint/ dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Supervision of RBI (with complete contact details), under whose jurisdiction the registered office of the company falls.

The complaint may be lodged online through the portal designed for the purpose (<https://cms.rbi.org.in>).

The complaint may also be escalated to the Ombudsman, Reserve Bank of India, under the below address:

1.	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road, Kolkata - 700001 STD Code: 033, Tel. No: 22304982 Fax No: 22305899
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