

# VEEFIN CAPITAL PRIVATE LIMITED

## GRIEVANCE REDRESSAL FLOW CHART

The following process and guidelines are laid down by Veefin for proper and responsible handling of all complaints and for ensuring efficient and effective complaints resolution. Customers shall ensure that they quote their application/sanction letter number or loan account number in every correspondence with the Company regarding their complaint. Anonymous complaints will not be addressed.

### **Level 1 – MECHANISM FOR COMPLAINTS:**

In case of any grievance, customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

#### **Filing of Complaints:**

- a. Email: Customers can send their grievance through email and letters at: [grievance.veefincapital@veefin.com](mailto:grievance.veefincapital@veefin.com)
- b. Letters: Customer can write to:  
Customer Service, Veefin Capital Private Limited,  
Global One, 2nd Floor  
Lal Bahadur Shastri Marg  
Kurla (west) Mumbai 400 070  
Telephone: + 91 70216 66737 (Timings: 24X7 from registered mobile number)  
Email: [grievance.veefincapital@veefin.com](mailto:grievance.veefincapital@veefin.com)

### **Level 2 – Escalation Matrix internally at Veefin Capital:**

#### **Part A – Grievance Redressal Officer**

If the customers are not satisfied with the resolution received or if the customer does not hear from us in 7 working days, we request the customer to write to our Grievance Redressal Officer.

Ms. Saloni Dalal  
Veefin Capital Private Limited,  
Global One, 2nd Floor  
Lal Bahadur Shastri Marg  
Kurla (west) Mumbai 400 070  
Telephone No.:+ 91 70216 66737 (10 am – 7pm, Monday to Friday)  
Email Id.: [salonid@veefin.com](mailto:salonid@veefin.com)

#### **Part B – Principal Nodal Officer**

If the customers are not satisfied with the resolution received or if the customer does not hear from us in 15 working days, we request the customer to write to our Principal Nodal Officer:

Mr. Shantanu Bairagi  
Veefin Capital Private Limited,  
Global One, 2nd Floor  
Lal Bahadur Shastri Marg  
Kurla (west) Mumbai 400 070

Telephone No.:+ 91 84548 50007 (10 am - 7pm, Monday to Friday)

Email Id.: [shantanu@veefin.com](mailto:shantanu@veefin.com)

**Level 3 - Escalation to RBI Ombudsman:**

If a complaint is not redressed within a period of 30 days, customers may approach and lodge a complaint to the Integrated RBI Ombudsman office.

- Complaint lodging portal of the Ombudsman: <https://cms.rbi.org.in>
- Complaint letter can be sent to the below mentioned address:

**Centralised Receipt and Processing Centre**

Reserve Bank of India, 4<sup>th</sup> Floor, Sector 17, Chandigarh – 160017