

Avanse Financial Services Limited (Avanse)

Grievance Redressal Procedure

The Company has established a four tier grievance resolution process to resolve customer grievances. The Customer can also follow the below four tier resolution process in case of any issue relating to services availed from any business partners of the Company.

1. Level 1:

(a) In case of any grievance, the Customer may contact the respective Branch Team/s, either telephonically /by email /by visiting Branch office and register their complaint/grievance in the complaint register available in the branch.

(b) On registering the complaint you shall be provided an Acknowledgement within 2 working days of the receipt of complaint by us via e-mail, letter by post or SMS entailing complaint number. The Company shall endeavor to respond to your grievance within a period of 10 working days from the date of receipt of such grievance via e-mail, letter by post, etc.

(c) However, in case where a Complaint warrants extensive investigation and/or support of the Complainant / Customer to identify the perpetrator, root cause analysis, or under litigation (incl. pending with local Police authorities), the turnaround time for responding and resolving such complaints may be more than 10 working days.

(d) In case the Customer is not satisfied with the resolution/respond provided by the branch team/s in due course, then he may escalate his complaint in the following manner

2. Level 2:

In case the Customer is not satisfied with the resolution/respond provided by the branch team/s in due course, then he/she may contact our Customer Response Team through any of the following channels:

Mail: Avanse Financial Services Ltd,
Kind attention: Ms. Sonia Sule
DHFL House, 1st floor, 19, Sahar Road
Off. Western Express Highway
Vile Parle (East), Mumbai – 400 099

Email: wecare@avanse.com

Telephone: 022-71112233

Fax: 022 - 71112234, to the attention of Ms. Sonia Sule.

3. Level 3:

In case the Customer is still dissatisfied with the resolution/respond provided by our Customer Response Team, then he/she may further contact our Grievance Redressal Officer through any of the following channels:

Mail: Avanse Financial Services Ltd

Kind attention: Mr. Samir Kumar Mohanty

Grievance Redressal Officer

DHFL House, 1st floor, 19, Sahar Road

Off. Western Express Highway

Vile Parle (East), Mumbai – 400 099

Email: gro@avanse.com

Telephone: 022-7111 2233 **Fax:** 022 - 71112234, to the attention of Mr. Samir Kumar Mohanty

4. Level 4:

If the compliant/grievance is not redressed within a period of one month or if the Customer is dissatisfied with the response received, the complainant may appeal the Officer– in- Charge of Regional office of DNBS of RBI through any of the following channels

CGM- DNBS Officer-in-Charge

Mumbai Regional Office,

Opposite Mumbai Central Station,

Near Maratha Mandir Cinema,

Byculla, Mumbai 400 008.

Email: bomumbai@rbi.org.in

Phone: 022-24931214