

## **Procedure for Complaint registration**

### **Level 1**

**Queries/ Complaints can be sent through any of the following routes mentioned below:**

- Call us at 022-6226-6800 / 022-6905-6800 (between 10.00 AM to 7.00 PM, from Monday to Saturday (except on national holidays)
- You can write us at [customercare@aeoncredit.co.in](mailto:customercare@aeoncredit.co.in)
- You can visit to us: - Customer Service, AEON Credit Service India Private Limited TF-A-14, 3rd Floor, A Wing, Art Guild House, Phoenix Market City, LBS Road, Kurla (West), Mumbai - 400070.

**TAT** – Complaint should be resolved by the customer service within a period of 5 days from the date of receipt.

### **Escalation Matrix: -**

#### **Level 2**

**If a customer is unsatisfied with the resolution received at Level 1, you may escalate the case to Level 2**

#### **Grievance Redressal Officer**

**Name:** Mr. Pranav Chavan    **Contact No:** +91-22-6226-6866    **Email Id:** grievance@aeoncredit.co.in

**Address:** TF-A-14, 3rd Floor, A Wing, Art Guild House, Phoenix Market City, LBS Road, Kurla (West), Mumbai - 400070.

#### **Nodal Officer**

**Name:** Mr. Joyjeet Dasgupta    **Contact No:** +91-22-6226-6877    **Email Id:** nodalofficer@aeoncredit.co.in

**Address:** TF-A-14, 3rd Floor, A Wing, Art Guild House, Phoenix Market City, LBS Road, Kurla (West), Mumbai - 400070.

**TAT** – Complaint should be resolved by the GRO & NO within a period of 20 days from the date of receipt.

#### **Level 3**

**If a customer is unsatisfied with the resolution received at Level 2, you may escalate the case to Level 3**

#### **Principle Nodal Officer**

**Name:** Mr. K P Sunil                      **Contact No:** +91-22-6226-6810                      **Email Id:** pno@aeoncredit.co.in

**TAT** – Complaint should be resolved by the PNO within a period of 5 days from the date of receipt.

#### **Level 4**

In case the customer does not receive a response from the Grievance Redressal Officer or the Nodal Officer & principal nodal officer within 30 days from the date of making a representation to the Company, or if the customer is not satisfied with the response so received, a customer complaint may be appeal to Reserve Bank of India by lodging a complaint on <https://cms.rbi.org.in/>