

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
- 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. Harsh Kamble **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/>