



एऑन क्रेडिट सर्विस इंडिया प्राइवेट लिमिटेड

AEON CREDIT SERVICE INDIA PVT. LTD.

Address: Unit No. TF-A-01, 3rd Floor, A wing, Art Guild House, Phoenix Marketcity, LBS Marg, Kurla (West), Mumbai – 400 070. Tel. No. 022 6266 4800, Fax no. 022 6266 4999

CIN : U66000MH2011FTC214516, E-mail : corporate@aeoncredit.co.in, Website : www.aeoncredit.co.in

Nodal Officer (NO) and Principal Nodal Officer (PNO) under The Reserve Bank - Integrated Ombudsman Scheme, 2021

RBI has integrated the following three schemes, i) the Banking Ombudsman Scheme, 2006, ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018 and iii) the Ombudsman Scheme for Digital Transactions, 2019 into one “**The Reserve Bank - Integrated Ombudsman Scheme, 2021**” with effect from 12th November 2021.

In terms of Clause 18 (3) of “The Reserve Bank - Integrated Ombudsman Scheme, 2021” a brief contact detail of the Nodal Officer and Principal Nodal Officer is tabled below for all your future correspondence:

| Name of Nodal Officer | Contact Details |
|--|---|
| Mr. Tarun Bali (Nodal Officer) Designation: Manager, Customer Service Department | AEON Credit Service India Private Limited Unit No.TF-A-01, 3rd Floor, A Wing, Art Guild House, Phoenix Marketcity, LBS Marg, Kurla (W), Mumbai-400 070 Tel: 022 – 62266866 Email: Tarun_Bali@aeoncredit.co.in |
| Mr. Sanjaya Kumar Dash (Principal Nodal Officer) Designation : Whole Time Director and Company Secretary | AEON Credit Service India Private Limited Unit No.TF-A-01, 3rd Floor, A Wing, Art Guild House, Phoenix Marketcity, LBS Marg, Kurla (W), Mumbai-400 070 Tel: 022 – 62266800 Email: sanjaya_dash@aeoncredit.co.in |

The complaints can be made online in RBI Ombudsman CMS portal (<https://cms.rbi.org.in>) or through electronic mode (E-mail) / physical form, including postal and hand-delivered complaints to the following address of Centralized Receipt and Processing Centre (CRPC)

**“Centralized Receipt and Processing Centre,
Reserve Bank of India,
4th Floor, Sector 17,
Chandigarh – 160017
Email ID – crpc@rbi.org.in**

