

Procedure for Complaint registration:-

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

- Call at 022-62266800 (Monday to Sunday, 9 am – 7 pm)
- Email at customercare@aeoncredit.co.in
- You can write at **Customer Service, AEON Credit Service India Private Limited TF-A-01, 3rd Floor, A Wing, ART GUILD House, Phoenix Market City, LBS Road, KURLA (WEST), MUMBAI - 400070.**

If a customer visits our office personally, Customer Service Representative is available between 10 am to 5 pm, Monday to Friday (except on National Holiday) to assist the customer to raise his/her query or grievance.

Escalation: -

If the customer is not satisfied with the resolution or has not received any response within the committed turnaround time. The customer can further escalate the complaint to the Grievance team.

Email: - grievance@aeoncredit.co.in

Phone: - 022-62266800