

GRIEVANCE REDRESSAL MECHANISM

The Customers would be required to send their queries / disputes / requests to customer care executives 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.

These queries would then be solved by the customer care department within a period of 5 days from the date of receipt.

Level 1 - Grievance Redressal Officer

If the customer does not receive a response from customer care department, Customers are requested to address all their grievances at the first instance to the Grievance Redressal Officer. The contact details of the Grievance Redressal Officer are as provided below.

Name	Mr. Harsh Kamble
Designation	Senior Executive - Customer Service Department
Address	Unit No. TF-A-14, 3rd Floor, A wing, Art Guild House, Phoenix Marketcity, LBS Marg, Kurla (West), Mumbai - 400 070
Contact No.	+91 22 6226 6866
E-mail ID	grievance@aeoncredit.co.in

The Grievance Redressal Officer may be reached on the number provided above anytime between 10:00 am and 6:00 pm (Monday-Saturday) except public holidays or through the e-mail address above. The Grievance Redressal Officer shall endeavour to resolve the grievance within a period of 10 days from the date of receipt of a grievance.

Level 2 - Nodal Officer

If the customer does not receive a response from the Grievance Redressal Officer within 10 days of making a representation, or if the customer is not satisfied with the response received from the Grievance Redressal Officer, the customer may reach the Nodal Officer on the number given below anytime between 10:00am and 6:00 pm (Monday-Friday) except public holidays or write to the Nodal Officer at the e-mail address below. The contact details of our Nodal Officer are provided below.

Name	Mr. Joyjeet Dasgupta
Designation	Head of Department - Operation
Address	Unit No. TF-A-14, 3rd Floor, A wing, Art Guild House, Phoenix Marketcity, LBS Marg, Kurla (West), Mumbai - 400 070
Contact No.	+91 22 6226 6877
E-mail ID	nodalofficer@aeoncredit.co.in

The Nodal Officer shall endeavour to resolve the grievance within a period of 10 days from the date of receipt of a grievance.

Level 3 – Principal Nodal Officer

If the customer does not receive a response from the Nodal Officer within 10 days of making a representation, or if the customer is not satisfied with the response received from the Nodal Officer, the customer may reach the Principal Nodal Officer on the number given below anytime between 10:00am and 6:00 pm (Monday-Friday) except public holidays or write to the Principal Nodal Officer at the e-mail address below. The contact details of our Principal Nodal Officer are provided below.

Name	Mr. K P Sunil
Designation	Executive Director – Business Promotion
Address	Unit No. TF-A-14, 3rd Floor, A wing, Art Guild House, Phoenix Marketcity, LBS Marg, Kurla (West), Mumbai - 400 070
Contact No.	+91 22 6226 6810
E-mail ID	pno@aeoncredit.co.in

The Principal Nodal Officer shall endeavour to resolve the grievance within a period of 5 days from the date of receipt of a grievance.

Level 4 – Complaints to RBI Ombudsman

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/>