

## 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](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.

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.

<b>Name</b>	Mr. Pranav Chavan
<b>Designation</b>	Acting Deputy Department Head - Customer Service
<b>Address</b>	Unit No. TF-A-14, 3rd Floor, A wing, Art Guild House, Phoenix Marketcity, LBS Marg, Kurla (West), Mumbai - 400 070
<b>Contact No.</b>	+91 22 6226 6866
<b>E-mail ID</b>	<a href="mailto:grievance@aeoncredit.co.in">grievance@aeoncredit.co.in</a>

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.

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

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.

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