



GRIEVANCE REDRESSAL MECHANISM

Shri Ram Finance Corporation Private Limited fosters transparency and strives to maintain the highest level of trust of its customers. All grievances shall be heard and disposed off by a person at least one level higher to the designation against / relating to whom the grievance is made. After examining the matter, it will be our endeavor to provide the borrower/applicant with our final or other response, within a period of one month from receipt of such complaint / grievance.

FIRST LEVEL	<p>In case of any complaint/grievance, the applicant/borrowers may contact through any of the following channels:</p> <ol style="list-style-type: none">1. The customer may write to us at Support@srfcnbfc.com; or2. Call our toll-free No. – 1800-2708-2000 from 9:30 am to 5:30 pm Monday to Friday and between 10.00 a.m. to 3.30 p.m. on Saturday (except on public holidays); or3. Address the complaint to the following: - Shri Ram Finance Corporation Private Limited 29/B7 Parishram Tower, Shankar Nagar, Raipur, Chhattisgarh 492007 <p>The Complaint, in writing, shall be duly signed by the complainant or his authorized representative stating clearly the necessary loan details i.e. Loan Account Number, Details of Feedback/ Suggestion/ Complaint and valid Contact Information including phone no. & e-mail ID while providing their feedback or lodging complaint with the Company.</p> <p>The Complainant shall file along with the complaint, copies of the documents, if any, which he proposes to rely upon and a declaration to the effect that, the complaint is genuine in nature and is based on the facts/data furnished with this complaint.</p>
SECOND LEVEL	<p>If you do not receive a response within 15 working days from the date, we receive your communication or if you are not satisfied with the response received, you may write to our Grievance Redressal Officer/ Nodal Officer, at compliance@srfcnbfc.com or through a written complaint to be sent to: Grievance Redressal Officer/ Nodal Officer, Shri Ram Finance Corporation Pvt. Ltd, 29/B-7, Parishram Tower, In Front of Doordarshan Tv Tower, Shankar Nagar 492007 Raipur (C.G.)</p>
THIRD LEVEL	<p>In case of non-redressal of the complaint to the customer's satisfaction, within a period of one Month, the customer may approach the local RBI ombudsman for resolving their issue</p>