



VISHAWAS FINVEST PRIVATE LIMITED

CIN: U65929RJ2017PTC058122

OFFICE COPY
CUSTOMER'S COPY

GRIEVANCE REDRESSAL MECHANISM

Vishawas Finvest Private Limited

We believe in Providing the best of Services to our Customers. The Company has provided four tier Grievance Redressal Mechanism to resolve any of its customers query / grievance.

Level:1

Please visit to the nearest Vishawas Finvest Pvt. Ltd. branch and submit your complaints/grievance and get your complaint lodged in the Compliant and Grievance Register maintained at the branches (During the working hours 10:00 A.M. to 5:30 P.M.) We will respond to your complaint within 15 working days.

Level:2

If the complaint is not resolved within 15 days, the customer shall register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation/alteration of credit information. The details of the Grievance

Redressal Officer are given as follows:

Grievance Redressal Officer- Mr. Navneet Saraf,

Designation: Head- Accounts & Finance

Address: Office No. 02, IVth Floor, Plot No. 11 12,
Shree Govind Business Tower, Gautam Marg,
Vaishali Nagar, Jaipur, Raj-302006.

Redressal Officer Contact No. - 9828015427

E-mail Id: info@vishawasfinvest.com

Level:3

If the complaint is not resolved within 15 days, the customer shall complaint to the Director and CEO of the Company at his e-mail id: durga@vishawasfinvest.com

Level:4

If the complaint / dispute is not redressed within a period of one month from date of its receipt by the Director and CEO, the customer can lodge a complaint on RBI CMS portal - <https://cms.rbi.org.in> or alternatively, the customer may appeal to:

Deputy General Manager,
Department of
Non-Banking
Supervision,
Reserve Bank of India, Tonk Road, Jaipur - 302004 (Rajasthan).