
GRIEVANCE REDRESSAL FRAMEWORK FOR HANDLING CUSTOMER COMPLAINTS/ GRIEVANCES.**Stage 1 – Grievance Redressal at Branch level or through Customer App.**

- ✓ The customer may register his/her query/ complaint to Arthan Finance via call to our customer care or through customer mobile application; or
- ✓ Shall be addressed to the Branch Manager by email or through phone:

Branch Manager Name:

Mobile No.:

Email ID:

- ✓ The customer can also personally visit the branch office and make the complaint in writing to the Branch Manager in the complaint register available in the branch; or
- ✓ The customer may directly call on our helpline on: (+91) 8007339339

Stage 2 - Grievance Redressal Framework at Head Office.

- ✓ If the customer is not satisfied with the resolution provided by the local branch office or customer care, the customer may provide feedback or send in their complaint using the following channels between 9:30 am and 5.00 pm, from Monday to Friday (except on national holidays).
 - ❖ Call our Customer Care Helpline on (+91) 8007339339
 - ❖ Email us at: hello@arthan.finance ; or
 - ❖ Write to us at the below mentioned address: Customer Care Department, Arthan Finance Private Limited, 302, 3rd floor, Building No. 2, Star Hub, Sahar Airport Road, Andheri East -400059, Mumbai

Stage 3 – Escalation.

- ✓ In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided, the customer can approach the Grievance Redressal Officer. The name and contact details of the Grievance Redressal Officer is as follows:

Mr. Rudra Biswal: Arthan Finance Private Limited, 302, 3rd floor, Building No. 2, Star Hub, Sahar Airport Road, Andheri East -400059, Mumbai

Email id – gro@arthan.finance

- ✓ Response to complaint/ grievance received through this channel is assured within 5 working days of receipt of complaint at every stage.

Stage 4 – Appeal.

- ✓ If the complaint/dispute is not redressed within a period of one month or the customer is not satisfied with the resolution, the customer may appeal to Officer-in-Charge of the Regional Office of the Department of Non-Banking Supervision.

Department of Non-Banking Supervision,
Reserve Bank of India, Third Floor,
Opposite Mumbai Central Railway Station,
Byculla, Mumbai-400008.

