

GRIEVANCE REDRESSAL MECHANISM

In order to effectively understand and address customer grievances, the Company has laid down below mentioned redressal process. Also, complaints lodged by customers related to services provided by an outsourced vendor/ agency & digital lending including its digital lending applications (DLAs) and lending service provider (LSP) shall be handled in accordance with the terms of this policy document and below mentioned process. The company should open multiple channels of communication.

Step 1: - Channel of Complaint Registration: -

- a) Customer shall contact any CFPL branch for any grievance where the Branch Manager shall be the first point of communication with the customer.
- b) Customer can also email us their grievances at customercare.finserv@choiceindia.com.
- c) Customer can reach CFPL at the following toll-free number(s): **1800 203 5193**.
- d) Customer can raise their queries / requests / complaints on Choice Finserv's official whatsapp number: **9257061932**
- e) Customers can also correspond at the following address: Customer Service Department, Choice Finserv Pvt Ltd
32-A, New Sanganer Road, Mahaveer Nagar, Sumer Nagar, Mansarovar, Jaipur, Rajasthan 302020

The standard time to respond to a complaint is 7 working days from date of receiving the complaint through any of the above channels.

Step 2: - Escalation Matrix: -

- a) If any customer is not satisfied with the resolution provided or no response received within 7 working days, then escalation can be made to the Grievance redressal officer of CFPL at below mentioned details: -

Grievance Redressal Officer
Choice Finserv Private Limited,
32-A, New Sanganer Road, Mahaveer Nagar,
Sumer Nagar, Mansarovar, Jaipur, Rajasthan
302020
Mail id - Grievances@choiceindia.com
Phone - 1800 203 5193

- b) In case any customer is not satisfied with the resolution provided by the Grievance redressal officer within 7 working days, then customer can escalate to Principal Nodal Officer at below mentioned details: -

Mr. Vijendra Singh Shekhawat
Principal Nodal Officer
32-A, New Sanganer Rd,
Mahaveer Nagar, Sumer Nagar,
Mansarovar, Jaipur, Rajasthan

302020

Mail id - pno@choiceindia.com

Phone - 1800 203 5193

- c) In case the complaint is not redressed within a period of one month or if you are dissatisfied with the response given, then customer can write below:

Centralised Receipt and Processing Centre, Reserve Bank of India,
4th Floor, Sector 17, Chandigarh - 160017

Email id: crpc@rbi.org.in

Toll Free Number: 14448 (9:30 am to 5:15 pm)

Can also raise the complaint on link: <https://cms.rbi.org.in>