

LODGE A COMPLAINT

If a Customer/Borrower of Infradebt has a complaint to submit to us for resolution, please follow the procedure as below:

➤ **Step 1: Approaching Chief Compliance Officer (CCO)**

Customers/Borrowers of Infradebt can forward their grievances to the Chief Compliance Officer (CCO) of the Company. The contact details of the CCO are as under:

Mr. Gaurav Tolwani

Chief Compliance Officer

Email: gaurav.tolwani@infradebt.in

Tele No.: 022-6819 6927

Time: 09:30 A.M. - 5:30 P.M.

Working days: Monday - Friday

➤ **Step 2: Approaching Grievance Redressal Officer (GRO)**

In case complaint/dispute is not redressed within a period of 15 days, the matter may be taken up with the next level and can write an email to the Grievance Redressal Officer (GRO) of the Company. The contact details of GRO are as under:

Mr. Surendra Maheshwari

Chief Financial Officer

Email: surendra.maheshwari@infradebt.in

Tele No.: 022-6819 6912

Time: 09:30 A.M. - 5:30 P.M.

Working days: Monday - Friday

➤ **Step 3: Approaching the Department of Supervision, Reserve Bank of India**

If still any complaint is not redressed within a period of one month, the client/borrower may refer to –

Officer-in-charge

Department of Supervision

Mumbai Regional Office

Reserve Bank of India Building

Regional Office, Centre I, World Trade Centre,

Mumbai – 400005

The detailed Grievance Redressal Mechanism forms part of Fair Practice Code (located on the website of Infradebt at the path mentioned: <https://www.infradebt.in/content/dam/infradebt/fair-practice-code-track-v2.pdf>).