KAMAL FINSERVE PRIVATE LIMITED

GRIEVANCE REDRESSAL MECHANISM

Customer Service is first priority of Kamal Finserve Pvt Ltd. Customer service for our company is a progressive approach targeting consistent & regular improvement in customer experience and quality of operations. Our believe lies in that a satisfied customer is the most important factor in developing our business.

To provide efficient and enhanced services to the customers and resolution of their grievances, the Company has adopted this Grievance Redressal Policy which outline the framework for addressing the customer Grievance.

In case of any Customers who wish to provide feedback or send their complaint can use the following channels available with the company to lodge their complaints. The details are as follows:

REGISTRATION OF COMPLAINTS: -

The customers are requested to necessarily provide loan account number, Loan Type, & details of grievance/query/feedback along with phone number & email ID at the time of lodging their issue with the company.

Level-I_ Grievance Redressal Officer

Customers are requested to address all their grievance at the first instance to the Grievance Redressal Officer. The contact details of the Grievance Redressal Officer are as provided below:

Mr. Prakash Choudhary

Mobile Number: +91 9116633073

Email Id: Prakash@kamalfinserve.in

The Grievance Redressal Officer may be reached out on the mobile number provided above at any time between 10.00 am to 6.00 pm on weekdays except public holidays or through e-mail address as provided above. Grievance Redressal Officer shall endeavor to resolve the grievance within a period of fourteen days from the date of receipt of a grievance.

Level-II_ Nodal Officer

If the customer does not receive a response from the grievance redressal officer within 14 days of making a representation or if the customer is not satisfied with the response received from the Grievance Redressal Officer, the customer may reach the Nodal Officer on the Mobile

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number below anytime between 10.00 am to and 6.00 pm on weekdays except public holidays or write to the Nodal Officer at the email address below. The contact details of our Nodal officer are provided as below.

Mr. Kamlesh Kumar

Mobile Number: +91 9928083073

Email Id: Kamlesh@kamalfinserve.in

Offline complaints: For offline lodging of complaints consumer can write us with all the necessary details at and deliver by post to the following address: -

Kamal Finserve Private Limited-: 1st Floor, Plot no-31, Pravasi Nagar, Kedia Palace Above Bank of Baroda, Murlipura, Jaipur-302039

Customer Care Number: 1800 88 987 44

OMBUDSMAN SCHEME:

The Company has adopted the Reserve Bank - Integrated Ombudsman Scheme, 2021 as notified by RBI on November 12, 2021. If the customer does not receive any reply from Kamal Finserve within one month of date of Complaint or is not satisfied with the response provided by Kamal Finserve, he/she can file a complaint with the Ombudsman under the Reserve Bank - Integrated Ombudsman Scheme, 2021 ("the scheme"), not later than one year from date of receipt of response.

Officer-in-Charge of DNBS

Reserve Bank of India

Department of Non-Banking Supervision

Regional office, Ram Bagh Circle, Tonk Road

Jaipur-302004, Rajasthan

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