

Greaves Finance Limited

Grievance Redressal Procedure

Great services help companies drive the customer acquisition, retention and efficiency which in turn make the company successful. At GreavesFinance, the core philosophy being Grievance Redressal has always been customer care, and hence we have developed a four-tier approach to leave no stone unturned in solving the customer complaints.

The company has established a four-tier approach to resolve any complaint / query / grievance

Level 1:

In case of any query/grievance, the borrower/s may contact the following:

(a) Call Centre Team through any of the following channels:

(i) Telephonically at +91 81477 44325

(ii) Writing email at customercare@greavesfinance.com/ customercare@evfin.co

(Kind attention: Customer Service Officer)

(b) Branch Team/s through the following channel:

(i) Visiting Branch office and register their complaint/query/grievance in the complaint register available in the branch.

We shall strive to provide the borrower/s with a suitable response/resolution on his/her complaint/query/grievance within 7 working days.

Level 2:

In case the borrower/s is not satisfied with the resolution/response provided by the Call Centre Team or Branch Team/s in due course, then he may further contact our Data Protection Officer at Head Office in the following manner.

Mail: Greaves Finance Limited

Kind attention: Mr. Vamsi Abhinav

Greaves Finance Limited

Hustlehub Tech Park, Building no. 7,

2nd floor, 27th Main Road,

Somasundarapalya Main Rd,

Sector 1, HSR Layout, Bengaluru 560102

Email: vamsi.abhinav@evfin.co

Telephone: +91 81477 44325

We shall strive to provide the borrower/s with a suitable response/resolution on his complaint/query/grievance within 7 working days.

Level 3:

In case the Borrower/s is still dissatisfied with the resolution/respond provided by our Customer Response Team, then he/she may further contact our Grievance Redressal Officer through any of the following channels:

Mail: Greaves Finance Limited

Kind attention: Mr. Dennies Vargheese

Greaves Finance Limited

Hustlehub Tech Park, Building no. 7,

2nd floor, 27th Main Road,

Somasundarapalya Main Rd,

Sector 1, HSR Layout, Bengaluru 560102

Email: dennies.v@evfin.co

Telephone: +91 81477 44325

We will make our best efforts to solve your complaint/query/grievance at this level.

Level 4:

If the complaint/query/grievance is not redressed within a period of one month or if the borrower/s is dissatisfied with the response received, the complainant may appeal the Officer– in-Charge of Regional office of DNBS of RBI through any of the following channels.

CGM- DNBS Officer-in-Charge

Mumbai Regional Office,

Reserve Bank of India

Centre I, World Trade Centre,

Mumbai-400 005.

Email: cgmicdosco@rbi.org.in

Telephone: 022 22150573