

Grievance Redressal Mechanism

Dear Valued Customers!!!

At India Factoring, it's our constant endeavor to put your interest first and provide you with financial solutions that are right for you.

In sync with our promise of "providing our service efficiently and competently" we look forward to your both positive and negative feedback on our products/services. Please follow the steps below to lodge your complaint, you might have on our services, and we will assist you.

Level -1:

In case you have any complaints, grievances, issues with regard to our services etc., please bring this matter to the knowledge of the Manager of our local Branch through which, you are dealing with.

For address of Branches, please click the below link:

http://www.indiafactoring.in/contact_us.aspx

Level -2:

In case you are not satisfied with the service / response given by our Manager/ Branches you are dealing with, you may write to the nodal officers as mentioned hereunder, specifying the details of your concern, names of the official you were dealing with, and previous communications, if any, with our respective branches.

Branches	Details of the Nodal officer identified for receiving complaint
Matter pertaining to all branches	Mr. Ravi Valecha Head – Product Management & FI Network India Factoring and Finance Solutions Pvt. Limited Unit No. 201, 2nd Floor, Vibgyor Towers, Near Citi Bank, Plot No. C-62, Bandra Kurla Complex, Bandra – East, Mumbai – 400 051. Phone: 022-40465641 Fax No.: 022 – 40465600 Email: Ravi.Valecha@indiafactoring.in

Escalation: If you are not satisfied with the resolution provided or not received reply within 15 days or as may be communicated from Nodal Officer, you may escalate the issue by writing to Corporate Office.

Level-3:

In case, you do not receive a reply within 15 days of your first communication to the Nodal Officer or you are not satisfied with the reply given by the Nodal Officer, you may choose to write to our corporate office addressing as below:

Mr. Anand Asawa
Sr. Manager – CS & Legal
India Factoring and Finance Solutions Pvt. Limited
Unit No. 201, 2nd Floor, Vibgyor Tower,
Plot No. C-62, Near Citi Bank,
Bandra Kurla Complex
Bandra (East)
Mumbai – 400051
Maharashtra

Tel No.: 022-44125565

Fax No: 022-44125556

E Mail: anand.asawa@indiafactoring.in/ compliance@indiafactoring.in

Escalation: If you are not satisfied with the resolution provided or not received reply within 15 days or as may be communicated by Corporate Office, you may escalate the issue by approaching Reserve Bank of India.

Level – 4:

In case your complaint has not been addressed to your satisfaction after following all the above steps, you can approach the regulatory authority the Reserve Bank of India at the address given below:

The Reserve Bank of India
Department of Non-Banking Supervision
Mumbai Regional Office, 3rd Floor,
Opp. Mumbai Central Railway Station,
Mumbai – 400008
Maharashtra.