

Grievance Redressal Policy

Finvasia Financial Services Pvt. Ltd

Customer grievances give a room for improvements and are important for any growth story. So, at Finvasia Financial Services Pvt. Ltd a policy has been formed to provide the resolution in defined timeframe and with utmost efficiency.

➤ **Our redressal policy is based on following principles :**

- Any complaint raised by the customer to be dealt in a courteous way and resolved within specified Turnaround time.
- Customers are to be provided with accurate information with regard to contact points and modes as how to contact the company if they are not satisfied with any product, service or resolution.
- All customers are treated fairly at all times.
- Analyse and implement the feedback received from the customers.
- To comply with the stipulated regulatory guidelines.

➤ **Process of Grievance Redressal :**

Level 1 : The first level of escalation for any complaint/grievance is a dedicated customer support team which is available to answer all your queries and provide with best possible resolution.

(a) Get in touch with us at : support@finvasia.com

(b) Call at : 0172-6750000

(c) Write to Company at :

Finvasia Financial Services Pvt. Ltd
FINVASIA Centre, D 179, Phase 8B, Sector 74,
SAS Industrial Area, Mohali, Punjab, India-160055

Level 2 : If the customer doesn't receive the resolution for their issue within 8 working days or not satisfied by the resolution received by first Level, We have an exclusive Grievance Redressal platform for the same. A Principal Grievance Redressal Officer (PGRO) has been appointed by the Company to handle the escalated matters. The details are as :

Contact Person	Address	Contact Number	Contact Email
Sh Kapil Abrol	FINVASIA Centre, D 179, Phase 8B, SAS Industrial Area, Mohali 160055	9872754844	kabrol@shoonya.com

➤ Redressal of Complaints :

- (a) The customers are advised to provide complete details of the complaint.
- (b) Upon receipt of any complaint, the company ensures that an acknowledgment of the same is provided to the complainant.
- (c) The company takes all possible measures to resolve the raised complaint and contact the customer if any further information is required for resolution.
- (d) The concerned officers ensure that complaints are being resolved within stipulated time frame.
- (e) A record is maintained by the company with all raised complaints along with the resolution provided and time taken for the same.