

Finvasia Financial Services Pvt. Ltd.

Grievance Redressal Policy

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Grievance Redressal Policy

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.

Grievance Redressal Process

At **Finvasia Financial Services Pvt. Ltd.** we are committed to delivering seamless financial services and ensuring a superior customer experience. We value your feedback, suggestions, and concerns, and provide a structured grievance redressal mechanism to ensure timely resolution.

If you have any queries, feedback, or complaints regarding our products or services, including those offered through our partners or outsourced agencies, please feel free to reach out to us through the channels below.

Customer service is available from **10:00 AM to 6:00 PM (Monday to Saturday)**, excluding national and regional holidays.

Step 1: Customer Support – Queries, Feedback & Complaints

You may reach us through any of the following channels:

- **Name:** Mr. Vijay Pal Singh
- **Call Us:** +91-8288842999
- **Email Us:** support@jumpp.credit

- **Visit Us:** Finvasia Centre, D 179, Industrial Area, Sector 74, SAS Nagar, Punjab 160055

(Existing customers are requested to quote their Loan Account Number and Mobile Number while contacting us.)

Turnaround Time: You will receive a response within **10 working days**.

Step 2: Customer Escalation Desk

If you are not satisfied with the response received in Step 1, or you have not received a response within the defined timeline, You may escalate your concern to our Customer Escalation Team:

- **Name:** Mr. Harpreet Singh Nurpuri
- **Email:** Escalation@jumpp.credit

(Please mention your Ticket Number and Loan Account Number for faster resolution.)

Turnaround Time: Response within 10 working days.

Step 3: Grievance Redressal Officer (GRO)

If your concern remains unresolved after Step 2, you may escalate to the Grievance Redressal Officer:

- **Name:** Ms. Deepchhaya Chauhan
- **Email:** Grievance@jumpp.credit

Turnaround Time: Response within 10 working days.

Step 4: Regulatory Escalation – RBI Ombudsman

If your complaint is not resolved within **30 days** or you are not satisfied with the resolution, you may approach the **Reserve Bank of India (RBI)** under the **Integrated Ombudsman Scheme, 2021**:

- **For Online Complaint:** <https://cms.rbi.org.in>
- **For Physical Complaint :**

Postal Address:

Centralised Receipt and Processing Centre (CRPC)

Reserve Bank of India

Central Vista, Sector 17

Chandigarh – 160017

Redressal of Complaints

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