

Finvasia Financial Services Pvt. Ltd.

Grievance Redressal Process

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Grievance Redressal & Escalation 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