

### **CUSTOMER GRIEVANCE REDRESSAL MECHANISM**

Moongipa Capital Finance Limited is committed to providing efficient and transparent customer service. In case of any complaint or grievance, customers may contact:

#### **Grievance Redressal Officer**

**Name:** Mr. Mohd. Javed Qureshi

**Designation:** Chief Financial Officer

**Address:** 18/14, W.E.A. Pusa Lane, Karol Bagh, Central Delhi, New Delhi- 110005

**Mobile:** 9250683064

**Email:** [Moongipac@gmail.com](mailto:Moongipac@gmail.com)

### **COMPLAINT ESCALATION MECHANISM**

Customers may submit their complaints through email, letter or personal visit to the registered office.

The Company shall endeavor to resolve customer complaints within a reasonable period as prescribed under applicable RBI guidelines.

If the complaint is not resolved to the satisfaction of the customer within the stipulated period, the customer may approach the Reserve Bank of India under the Reserve Bank – Integrated Ombudsman Scheme, 2021.

The details of the Integrated Ombudsman Scheme are available on the Reserve Bank of India website.