

## **Grievance Redressal**

**If you have a grievance that you wish to redress, you may contact us with the details of your grievance through any of the following channels:**

### **Step 1: Channel for communication**

Please visit the nearest MS FINCAP PRIVATE LIMITED Branch and submit your complaints/grievance through written letter or get your complaint logged in the "Complaint Register" maintained at the branches (During the working hours from 9:30 A.M to 6:30 P.M).

OR

You can connect with our Centralised Customer Service Team through below channels:

e-mail: [customer.care@msfincap.com](mailto:customer.care@msfincap.com)

Toll free No.:1800 891 7227

Letter: Customer Service Cell  
MS Fincap Private Ltd,  
8<sup>Th</sup> Floor, Galaxy Avenue,  
Opposite Jaipur Nagar Nigam Office,  
Tonk Road, Jaipur – 302017

OR

You can also lodged your complaint at our website [www.msfincap.com](http://www.msfincap.com) through online complaint form. Your complaint will be addressed in 15 days.

### **Step 2: Escalation Matrix**

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|--|--|
| Resolution in Step 1 not as per your expectations  | If still not satisfied after First Level or your Complaint is not resolved within 10 days,   |
| First Level  | Second Level   |
| <b>Ms. Kanika Khandelwal</b><br><b>Grievance Redressal Officer,</b><br><a href="mailto:gro@msfincap.com">gro@msfincap.com</a> or<br>Toll free No.: 1800 891 7227 | <b>Mr. Tanay Rastogi</b><br><b>Principal Nodal Officer,</b><br><a href="mailto:pno@msfincap.com">pno@msfincap.com</a> or<br>Toll free No.: 1800 891 7227 |

### **Step 3: Complaint/Grievance to RBI Ombudsman**

If the complaint/grievance is not resolved within a period of one month, the applicant/borrower may appeal to the RBI Ombudsman under RBI Integrated Ombudsman Scheme 2021 (RBI – IOS, 2021) through below modes:

- i. Online - on CMS portal of RBI at <https://cms.rbi.org.in>.
- ii. Physical complaint (letter/post) in the form as specified in Annexure 'A' in the Scheme to:  
"Centralised Receipt and Processing Centre,  
4th Floor, Reserve Bank of India, Sector -17,  
Central Vista, Chandigarh - 160017"
- iii. Complaints with full details as prescribed by RBI can be sent by email ([crpc@rbi.org.in](mailto:crpc@rbi.org.in)).

The Grievance redressal mechanism will be displayed on the notice board at the Branch.