

## 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 lodge your complaint at our website [www.msfinicap.com](http://www.msfinicap.com) through online complaint form. Your complaint will be addressed in 15 days.

### Step 2: Escalation Matrix

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> <b>Grievance Redressal Officer,</b> <a href="mailto:gro@msfincap.com">gro@msfincap.com</a> or Toll free No.: 1800 891 7227	<b>Mr. Tanay Rastogi</b> <b>Principal Nodal Officer,</b> <a href="mailto:pno@msfincap.com">pno@msfincap.com</a> or 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:

- Online - on CMS portal of RBI at <https://cms.rbi.org.in>.
- 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"
- 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.