

## **Grievance Redressal Mechanism of Helpage Finlease Limited**

For any queries, request or grievances redressal customers can reach out using the below matrix

### **LEVEL 1: CUSTOMER CARE EXECUTIVE**

Please contact our Customer Care Executive officer over the email to [contactus@financedge.in](mailto:contactus@financedge.in)

### **LEVEL 2: BRANCH MANAGER**

If you are not satisfied with the response received from the Customer Care Executive or if you don't receive a response within 3 working days, you may call or write to the Branch Manager at the address and contact details provided below:

Functionary	BRANCH MANAGER
Name of Branch Manager	Deepak Kumar
Email ID	deepak.mishra@financedge.in
Telephone Number	7827973919
Mailing Address	
Fax Number	-

### **LEVEL 3: NODAL OFFICER**

If you are not satisfied with the response received from the Branch Manager or if you don't receive a response within 7 working days, you may call or write to the Nodal Officer at the address and contact details provided below:

Functionary	NODAL OFFICER
Name of Nodal Officer	Praveen Bhadauriya
Email ID	praveen.bhadauriya@financedge.in
Telephone Number	9871649009
Fax Number	-

### **LEVEL 4: PRINCIPAL NODAL OFFICER**

If you are not satisfied with the response received from the Nodal Officer or if you don't receive a response within 14 working days, you may call or write to the Nodal Officer at the address and contact details provided below:

Functionary	PRINCIPAL NODAL OFFICER
Name of Principal Nodal Officer	Sidharth Goyal
Email ID	info@helpagefinlease.com
Telephone Number	8130300046
Fax Number	-

Our Principal Nodal Officer will endeavour to resolve the issue to the complainant's satisfaction within 14 working days. In case, the complaint needs more time to examine, the complaint shall be acknowledged by explaining the need for more time to respond.

**Escalation to Integrated Ombudsman:**

Please note that first point of contact for redressal of your complaint is NBFC itself. If you are not satisfied with our grievance redressal or if your grievance is not redressed by the NBFC within 30days of submitting your grievance, you may approach Integrated Ombudsman by filing an online complaint at <https://cms.rbi.org.in> or sent complaint in physical mode to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the prescribed format or call the Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm).