

## Grievance Redressal Mechanism

### Escalation Matrix

#### Level 1:

If Customer is not satisfied with the resolution provided by customer service team of the company OR no response is received within 10 days, the customer could write to Manager – Operations at:

Centrum Microcredit Private Limited,  
Centrum House CST Road, Kalina, Santacruz (East), Mumbai - 400098.

Or send an email to [Nikhil.Khandke@centrum.co.in](mailto:Nikhil.Khandke@centrum.co.in)

The Company will respond within 7 working days from the date of receipt of such complaint.

#### Level 2:

If customer is still not satisfied with the resolution provided by Manager – Operations, customer can write to the Grievance Redressal Officer at:

#### **The Grievance Redressal Officer**

Centrum Microcredit Private Limited,  
Mr. Nikhil Khandke

OR

Send an email to [Nikhil.Khandke@centrum.co.in](mailto:Nikhil.Khandke@centrum.co.in)

OR call on ...+91(9082829036). [mobile] / 022-42159000 [landline no.]

Reply to the complaint will be given within 7 working days.

#### Level 3:

If the customer is still not satisfied with the resolution provided by Level 1 and Level 2 escalations, then he can also approach the RBI or write to them to the below mentioned address:

The Officer-in-Charge  
Reserve Bank of India  
Non-Banking Supervision Department  
Mumbai Regional Office  
3rd Floor, Dr. A.B. Nair Road,  
Mumbai Central Station (Next to Maratha Mandir Theatre)  
Byculla, Mumbai 400008  
Tel: (022) 2302 2014  
Fax: (022) 2302 2011  
e-mail ID: [helpdnbs@rbi.org.in](mailto:helpdnbs@rbi.org.in)