

**Greaves Finance Limited**

### **Grievance Redressal Procedure**

Great services help companies drive the customer acquisition, retention and efficiency which in turn make the company successful. At GreavesFinance, the core philosophy being Grievance Redressal has always been customer care, and hence we have developed a four-tier approach to leave no stone unturned in solving the customer complaints.

The company has established a four-tier approach to resolve any complaint / query / grievance

#### **Level 1: Initial Complaint**

In case of any query/grievance, the borrower/s may contact the following between 10am to 6pm Monday to Friday (except holidays).

(a) Call Centre Team through any of the following channels:

Telephonically at +91 81477 44325

(b) Writing email at [customercare@evfin.co](mailto:customercare@evfin.co) (Kind attention: Customer Service Officer)

(c) Write to us on:

Customer Care Officer, Greaves Finance Ltd,  
3rd Floor, 315Work Avenue HSR2,  
L77, 15th Cross Rd, Sector 6,  
HSR Layout, Bengaluru, Karnataka - 560102

We shall strive to provide the borrower/s with a suitable response/resolution on his/her complaint/query/grievance within 7 working days.

#### **Level 2: If not resolved at the first level**

In case the borrower/s is not satisfied with the resolution/response provided by the Call Centre Team or Branch Team/s in due course, then he may further contact our Data Protection Officer at Head Office in the following manner.

**Mail:** Greaves Finance Limited

**Kind attention: Mr. Achintiya K**

Greaves Finance Limited

3rd Floor, 315Work Avenue HSR2,

L77, 15th Cross Rd, Sector 6,

HSR Layout, Bengaluru, Karnataka - 560102

**Email:** achintya.k@evfin.co

**Telephone:** +91 81477 44325

We shall strive to provide the borrower/s with a suitable response/resolution on his complaint/query/grievance within 7 working days.

**Level 3:**

In case the Borrower/s is still dissatisfied with the resolution/respond provided by our Customer Response Team, then he/she may further contact our Grievance Redressal Officer through any of the following channels:

**Mail:** Greaves Finance Limited

**Kind attention: Mr. Vamsi Abhinav**

Greaves Finance Limited

3rd Floor, 315Work Avenue HSR2,  
L77, 15th Cross Rd, Sector 6,  
HSR Layout, Bengaluru, Karnataka - 560102

**Email:** [vamsi.abhinav@evfin.co](mailto:vamsi.abhinav@evfin.co)

**Telephone:** +91 81477 44325

We will make our best efforts to solve your complaint/query/grievance at this level.

**Level 4:**

If the compliant/query/grievance is not redressed within a period of one month or if the borrower/s is dissatisfied with the response received, the complainant may appeal the Officer– in-Charge of Regional office of DNBS of RBI through any of the following channels.

CGM- DNBS Officer-in-Charge

Mumbai Regional Office,

Reserve Bank of India

Centre I, World Trade Centre,

Mumbai-400 005.

Email: [cgmicosco@rbi.org.in](mailto:cgmicosco@rbi.org.in)

Telephone: 022 22150573