

## **Grievance Redressal Mechanism**

### **1. How to log in a complaint/where can a complaint be made**

Any customer having a grievance/complaint/feedback with respect to the product and services offered by InCred Financial Services Limited (hereinafter referred to as ‘the Company’) may write to the Company’s Customer Service Department through any of the following channels:

Call at 18001022192

Email- [care@incred.com](mailto:care@incred.com)

You may write a letter at the address- Unit No. 1203, 12th floor, B Wing, The Capital, Plot No. C - 70, G Block, Bandra - Kurla Complex Mumbai-400051 Maharashtra

Website- [www.incred.com](http://www.incred.com)

### **2. Whom to approach for redressal**

Customers are requested to first raise their concerns through any of the channels mentioned above. And if the same is not resolved within 5 days or if the customer is not satisfied with the solution provided by the customer care service, then the customer may follow below escalations for resolving their grievances,

Name: Ms. Rosy Dsouza

Contact: 022-42117799

Email Id: [care@incred.com](mailto:care@incred.com)

In case the complaint is not resolved within a period of five days or if the customer is not satisfied with the solution provided by Mr. Kiran Gawand then the customer may approach the Grievance Redressal Officer. The name and contact details of the Grievance Redressal Officer is as follows:

Grievance Redressal Officer Name: Mr. Vaidyanathan Ramamoorthy

E-mail ID: [incred.grievance@incred.com](mailto:incred.grievance@incred.com)

ETelephone no.: 022-42117799

Address: Incred Financial Services Limited, 1203, 12th Floor, B Wing, The Capital, Bandra Kurla Complex, Mumbai - 400 051

<https://www.incred.com/grievance.html>

### **3. Details of InCred Personal Loan:**

Details of InCred Personal loans can be found at <https://personal-loans.incred.com/personal-loan>

4. RBI Sachet Link: <https://sachet.rbi.org.in/>