

## Customer Grievance Redressal Mechanism

At Credit Sudhaar Finance Pvt. Ltd., we believe in providing best services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed. The Grievance Redressal Team investigates problems/issues raised by customers and provides an impartial resolution.

If you are not satisfied with the services or have any queries or complaints, you can contact us at:

### Step 1:

**Phone:** You can call our dedicated Helpline number +91 22 6788 6788 between 10:00 to 18:30 Monday to Saturday, except 1<sup>st</sup> and 2<sup>nd</sup> Saturday and public holidays.

**Email:** You can alternatively write to us at [customerservice@creditsudhaarfinance.com](mailto:customerservice@creditsudhaarfinance.com)

We are committed to resolving your queries/issues within seven working days.

### Step 2:

If you are not satisfied with the resolution you receive, you can write to us at [grievance@creditsudhaarfinance.com](mailto:grievance@creditsudhaarfinance.com)

We assure that your grievances will be redressed within a reasonable period of time.