



## Grievance Redressal Mechanism

We aspire to provide the best customer service to our customers. If at any step, you feel you would like to reach us for a feedback/request or to lodge a complaint, you may use the below channels. We will ensure we provide fair, transparent and timely resolution to your concerns. This system would ensure that the redressal sought is just and fair and is within the given framework of rules and regulation.

Complaints that are received at our end will be seen in the right perspective and would be analysed from all possible angles. Customers who wish to provide feedback or send in their complaint may use the following channels in order:

### **Level 1:**

Ms. Priyanka Singh (Grievance Redressal Officer)

**Email:** You can write to us at [grievances@indificapital.com](mailto:grievances@indificapital.com)

**Call:** You can call us on +91-8882704303 (Monday to Friday from 10am to 7pm except Public Holidays)

### **Write to us at the below mentioned address:**

Customer Service Department

Indifi Capital Private Limited

Plot-19, Ground Floor, Block C, Sewa Tower, Sector-18, Phase-4, Udyog Vihar, Gurugram,  
Haryana-122015, India.

If your issue is not resolved within 25 days, you may escalate the issue to Level 2.

### **Level 2:**

Mr. Mayank Mathur (Principal Nodal Officer)

**Email:** You can write to us at [pno@indificapital.com](mailto:pno@indificapital.com)

If your issue is not resolved within further 5 days, you may escalate the issue to Level 3.

### **Level 3:**

In case, there is no reply to you within 30 days of receiving your complaint or you are not satisfied with the resolution provided, you may write to the RBI Ombudsman through following modes:

Portal: <https://cms.rbi.org.in> / <https://sachet.rbi.org.in>

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

### **Indifi Capital Private Limited**

(formerly known as Riviera Investors Private Limited)

Regd. Off.: Block C, Ground Floor, Sewa Tower, Plot 19, Phase 4, Sector 18, Udyog Vihar, Gurugram,  
Haryana-122015, India

[info@indificapital.com](mailto:info@indificapital.com)

[www.indificapital.com](http://www.indificapital.com)

CIN: U65923HR1980PTC069400



Physical Letters: Centralised Receipt & Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017

Complete Document on RBI's Integrated Ombudsman Scheme 2021 can be read here: [rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021\\_121121.pdf](https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf)

*Note: Please ensure the following to help us serve you timely:*

- a. Please ensure to mention your loan account number and contact number in all your communication for us to be able to timely serve you.*
- b. Please keep the subject line while escalating the issue from one Level to another.*