

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 in order. 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 frame- work of rules and regulation.

In accordance with the relevant provisions of the Information Technology Act, 2000 and Rules and RBI Guidelines on Digital Lending dated Sep 02, 2022, made thereunder, the name and contact details of the Grievance Officer who can be contacted:

Level 1

Email: You can write to us at cs@indifi.com

Call: You can call us on +91-9696555444 (Monday to Friday from 10am to 7pm except Public Holidays).

Write to us at the below mentioned address:

Customer Service Department

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

If your issue is not resolved within 15 days, you may escalate the issue to Level 2.

Level 2

Mr. Naresh Kumar (Grievance Redressal Officer)

Email: You can write to us at grievances@indifi.com

Call: You can call us on +91-8448895332 (Monday to Friday from 10am to 7pm except Public Holidays)

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.