

EXCLUSIVE LEASING AND FINANCE LIMITED

GRIEVANCE REDRESSAL MECHANISM

Customers who have any complaints can follow the below process to seek redressal through the following channels on any working day between 09:30 A.M. to 06:00 P.M.

1. PRIMARY LEVEL

In case of any grievances, customers are encouraged to address their concerns at any of the regional and branch offices of the company. Customers should submit their grievances in writing, and they have the option to do so in English, Hindi, or the vernacular language of the respective area. This ensures that all customers can communicate their issues clearly and receive appropriate assistance.

Email: hello@ezcapital.in

Contact Number: 011 – 45576003 **OR**

Write to the Company at the following address:

Exclusive Leasing and Finance Limited
Registered Office: 321 & 322, 3rd Floor,
Narain Manzil building 23,
Barakhamba Road, Connaught Place,
Central Delhi, New Delhi - 110 001

Kind Attention: Customer Service Team

2. SECONDARY LEVEL

If the complaint is not resolved within Seven (7) working days from the date of filing or if the customer is not satisfied with the response at the Primary Level, the customer may escalate the complaint to the Grievance Redressal Officer (GRO) of the Company.

Contact Details of Grievance Redressal Officer (GRO):

Name: Mr. Sandeep Asija

Designation: AVP - Operation

Contact Number: 011 – 45576003

Email ID: sandeep.asija@ezcapital.in

For Customers

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3. TERTIARY LEVEL

If the complaint remains unresolved or the customer is not satisfied with the decision of the Grievance Redressal Officer, they may further escalate the grievance in writing to the Chief Risk Officer for redressal. The Chief Risk Officer will address the complaint within fifteen (15) days from the date of receipt.

Name: Mr. Rajev Adlakha
Designation: Chief Risk Officer
Contact Number: 011 – 45576003
Email id: rajev@ezcapital.in

If the complainant is not satisfied with the Chief Risk Officer decision, they may appeal in writing to the Reserve Bank of India.

4. APPEAL TO RESERVE BANK OF INDIA

If the complaint/dispute is not redressed within Thirty Days (30 Days), the customer may appeal in below mentioned manner:

He/she may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> or reach them on the dedicated e-mail id - crpc@rbi.org.in Or send your complaint to the below mentioned address:

The Officer-in-Charge of the Regional Office
Reserve Bank of India
Department of Non-Banking Supervision
6, Sansad Marg, Sansad Marg Area,
New Delhi, Delhi 110001

The complaint shall be examined by the **RBI Ombudsman appointed under the Integrated Ombudsman Scheme, 2021**, subject to the terms and conditions of the said Scheme.