

## GRIEVANCE REDRESSAL POLICY

### 1. Introduction

The grievance redressal policy is designed to handle any feedback, queries, complaints or grievances of any customer on the CASHTREE Finance Pvt Ltd. aims to minimize the recurrence of similar issues in the future, through a structured grievance redressal framework, supported by a review mechanism. At Cashtree finance, we sincerely believe in holding the relationship with every customer, new or old, in its full sanctity. We understand that there can be a possibility of an issue not being resolved at a lower level, therefore this policy provides a redressal mechanism for all levels of issues. We will do our best to ensure that the redressal of any feedback, query, complaints, or grievance is fair and just and within the given framework of rules and regulation

### 2. Grievance redressal mechanism

Cashtree Finance provides a three-tier grievance redressal mechanism to resolve any query or grievance a customer might have Any customer who wishes to register his feedback, query or complaint may send us their complaints by email or contact us on our customer care number as mentioned below:

- A. Email ID: [info@cashtree.co.in](mailto:info@cashtree.co.in)
- B. Voice Support: 1800 120 8804 (Between 10:00 am and 6:00 pm, from Monday to Friday and 10:00 am to 1:00 pm, on Working Saturdays (1st and 2nd Saturdays in a month exempting national holidays))

Customer complaint shall be first registered the complaint register, at the nearest branch situated, where Branch manager shall be first point of interaction with the customer if the customer not satisfied with the provided solution then the same complaint shall be escalated to Nodal officer of the concern region/Principal Nodal Officer.

The Nodal officer will take necessary steps to redress the grievance with care and diligence, within a period of 21 working days from the date of receipt of the complaint.

If the customer is not satisfied with the reply/action/resolution given by Nodal Officer, he she may directly approach to the Principal Officer, for further action on the same. The same details of the officer (along with address, e-mail id and contact Nos) are given below.

State Head	Mr. Upendra Kumar Singh
Address	Thenua Plaza Township Chauraha Mathura-122221 UP
Telephone	7906287936
Email	Upendra.kumar@cashtree.co.in

Business Head	Mr. Pushpendra
Address	A-44A Sector-16 Noida-201301 Uttar Pradesh
Telephone	7536807050
Email	info@cashtree.co.in

If the resolution of the complaint is delayed beyond 1 month of receipt, or the customer is not satisfied with reason of delay conveyed to him/her, then he/she may file complaint to NBFC Ombudsman at following address:

The NBFC Ombudsman C/o Reserve bank of India

Sansad Marg, New Delhi-110001

Telephone No. 011-23724856

Fax No. 011-23725218-19

Email: cms.nbfconewdelhi@rbi.org.in