

Grievance Redressal Mechanism

Vivriti Capital Private Limited shall provide a three level Grievance Redressal Mechanism to resolve any of its customers query / grievance.

- At Level 1: Vamshi Vasudevan, Head - Institutional Risk.
- At Level 2: Vineet Sukumar, Whole Time Director.
- At Level 3: Deputy General Manager, Department of Non-Banking Supervision, Reserve Bank of India, Fort Glacis, Chennai.

Level 1:

The customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal Officer in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation/alteration of credit information.

The details of the Grievance Redressal Officer are given as follows:

- Name of the Grievance Redressal Officer: Vamshi Vasudevan, Head - Institutional Risk.
- Address: 12th Floor. Prestige Polygon, Anna Salai, Teynampet, Mount Road, Chennai -600035
- Contact Details (Telephone/Email): 044- 40074801/
grievanceredressal@vivriticapital.com

The redressal officer may formally delegate the task of redressal of a specific complaint to a team member as suitable, with due information to the customer.

Level 2:

If the complaint is not resolved within 15 days, the customer shall complain to the Whole Time Director of the Company at the following email id: vineet@vivriticapital.com

Level 3:

If the complaint / dispute is not redressed within a period of one month from date of its receipt, the customer may appeal to:

Deputy General Manager, Consumer Education and Protection Cell, Reserve Bank of India, Fort Glacis, Chennai

Name: Smt. A. Booma Santhakumari

Ph: 044 - 2539 9030

Email: boomasanthakumari@rbi.org.in; cepcchennai@rbi.org.in