

### 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: Ajit K Menon, Head and Vice President - Operations.
- At Level 2: Vineet Sukumar, Managing 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: Ajit K Menon, Head and Vice President - Operations.
- Address: Prestige Zackria Metropolitan, No.200/1-8, 2<sup>nd</sup> Floor, Block 1, Anna Salai, Chennai, Tamil Nadu 600002
- Contact Details (Telephone/Email): 044 40074800/01  
[grievanceredressal@vivriticapital.com](mailto: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 Managing Director of the Company at the following email id: [vineet@vivriticapital.com](mailto: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:

**RBI Ombudsman, Consumer Education and Protection Cell, Reserve Bank of India, Fort Glacis, Chennai**

Name: Dr. Balu Kenchappa

Ph: 044 - 2539 5964

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