



VCPL COVID 19 - Caution note:

Dear Clients, request you all to be vigilant to suspicious emails, SMS, Websites or even phone calls from cyber scammers attempting to take advantage of COVID 19 emergency.

Do not click on links or respond to unsolicited emails or reveal any personal / financials information on such email or messages. Be alert, aware and stay safe. Thanks!

Grievance Redressal Mechanism – COVID 19

VCPL shall provide two level Grievance Redressal Mechanism to resolve any of its customers' query / grievance with respect to the COVID 19.

The customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal 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, Teynampet, Chennai - 35
- Contact Details (Telephone/Email): grievanceredressal@vivriticapital.com,
044- 40074801

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