

GRIEVANCES REDRESSAL MECHANISM

Level 01

Level 02

Level 03

Level 04

General

Borrowers may contact our customer support via their registered email ids:

Write to us at – Vallabhi Capital Private Limited

Registered Office: SF-4C, Second Floor, Rishabh Ipex Mall, CSC Patparganj, IP Extension, Delhi-110092

Corporate Office: Office No. 1017-18, 10th Floor, World Trade Tower, Plot No, 1, Block B, Sector 16, Noida, Uttar Pradesh – 201301

Email- compliance@vallabhicapital.com

Toll free – **1800 8900 622**

Time: **10:00 am to 6:30 pm (Monday to Saturday)**

If the resolution provided at Level 1 does not meet your expectation, you can approach our Grievance Redressal Officer.

Grievance Redressal Officer

Mrs. Ambily Santhosh

Email- hr@vallabhicapital.com

Contact- **+91- 844 8694 893**

If the resolution provided at Level 2 does not meet your expectation, you can approach our Principal Nodal Officer

Principal Nodal Officer

Mrs. Sneh Chauhan

Email- sneh.chauhan@vallabhicapital.com

Contact- **+91- 844 8820 331**

If the customer's query or complaint is not resolved within a period of one month from date of complaint the customer may also approach the RBI Ombudsman / Regional Office of Dept. of Supervision – RBI

RBI

Reach out to RBI through <https://cms.rbi.org.in/>

Email: crpc@rbi.org.in

Centralized Receipt and Processing Centre (CRPC)

Reserve Bank of India, Central Vista, Sector 17, Chandigarh-160017

Toll Free No - 14448