

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

At Finova Capital Private Limited, we believe in providing the best of services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed. This can include behavioural aspects, inadequate functions or services rendered by the Company or any of the outsourced vendors associated with the company.

Step 1

Please visit the nearest branch of Finova Capital Private Limited and submit your complaint/grievance to the branch official. Kindly get your complaint lodged in Customer Complaint Register maintained at the branches (During the working hours i.e., from 9:30 A.M to 6:30 P.M.)

Alternatively, you can reach our customer service team at 0141-6699999 or email us at csd@finova.in. You can also raise your complaint directly on our website at www.finova.in. We will respond to your complaint within 15 days.

Step 2

If the Customer is not satisfied with the provided solution, the same complaint can be escalated to the Grievance Redressal Officer / Principal Nodal Officer.

After examining the matter, The Grievance Redressal Officer/Principal Nodal Officer will take necessary steps to redress the grievance with due care and diligence. They shall respond to the complaint within 15 days or explain the reason, in case it needs more time to respond.

The details of the designated officers are given below:

Name	Designation	Address	E-mail	Contact
Mr. Vipul Tambi	Grievance Redressal Officer	Fourth Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021, Rajasthan	gro@finova.in	0141- 2359201
Mr. Arpit Gupta	Principal Nodal Officer	Second Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur-302021, Rajasthan	pno@finova.in	0141- 2359202

Step 3

If the resolution of complaint is delayed beyond 1 month of receipt or the Customer is not satisfied with the resolution provided or reason of delay conveyed to them, then they may file a complaint with RBI Ombudsman through the complaint lodging portal of the Ombudsman at <https://cms.rbi.org.in> or through the e-mail or physical mode at the following address:

Centralised Receipt and Processing Centre,
Reserve Bank of India, 4th Floor, Sector 17,
Chandigarh - 160017
Toll Free No. 14448
E-mail: CRPC@rbi.org.in

FINOVA CAPITAL PRIVATE LIMITED

CIN: U65993RJ2015PTC048340

Regd. Office: 702, Seventh Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur -302021 (Rajasthan)

Corp. Office: Fourth Floor, Unique Aspire, Plot No. 13-14, Cosmo Colony, Amrapali Marg, Vaishali Nagar, Jaipur -302021 (Rajasthan)

Tel. No. 0141-4118202 Website: www.finova.in Email Id: info@finova.in