

## **Grievance Redressal Process**

Any issues that the participants (lenders / borrowers) might have during the course of their journey with <https://www.mandotsecurities.com>

should be addressed by via email or call to the Mandot Securities Customer Support Team.

The Customer Support Team should in turn identify the type of enquiry or grievance (i.e. borrower related / lender related / website or app related etc.)

and forward it to the appropriate team for their feedback or resolution, internally within 24 hours of its receipt.

The Appropriate team should ideally attempt to respond to the enquiry within 24 hours.

It would be very crucial for every team to adhere to the prescribed TAT for resolution of any enquiry or grievance. For queries pertaining to technical issues which warrants some rectification or process improvement,

timeline for adhering to the same should be informed to the borrower / lender and attempts should be made to ensure that the said timelines are met.

For any enquiries / complaints or grievances not addressed within 5 working days from the date of its receipt,

such complaints / enquiries / grievances should be addressed to the Grievance officer, specifically appointed for the same.

Details of the Grievance Officer should be made available on the website of the company at all times along with his contact details.

Details of the Grievance Officer

Name of the Grievance Officer - Ms. Anjum Ansari

Email - [support@mandotsecurities.com](mailto:support@mandotsecurities.com)

Telephone No. - 0731-6620018

The Grievance Officer should maintain a detailed record of all the complaints / grievances received through

the above medium or any other medium and ensure that the same are redressed within the same timelines as mentioned above.

If complaints are not resolved in 1 (one) month

If any complaints / grievance is not redressed within a period of 1 (one) month from the date of its receipt,

the customer may appeal to Customer Education and Protection Department, Reserve Bank of India.

Director Shri Amit Kumar Jain

Address Consumer Education and Protection Department

217 Silver Sanchora Castle,

7 RNT Marg, Indore, M.P.- 452001

Mumbai - 400 001.

Telephone No. 0731-6620022