

### GRIEVANCE REDRESSAL MECHANISM

The Customers would be required to send their queries / disputes / requests to customer care executives of the Company on toll free no. 06262 260 260. These queries would then be received and solved by the customer care department.

#### Grievance Redressal Officer

If the customer does not receive a response from customer care department, Customers are requested to address all their grievances at the first instance to the Grievance Redressal Officer. The contact details of the Grievance Redressal Officer are as provided below.

<b>Name</b>	Mr. Aakash Hange
<b>Designation</b>	Company Secretary
<b>Address</b>	C 46-48, 4th Floor, Paragon Centre Pandurang Budhkar Marg, Worli Mumbai- 400013
<b>Contact No.</b>	+91 22 6817 1111
<b>E-mail ID</b>	gro@creditwisecapital.com

The Grievance Redressal Officer may be reached on the number provided above anytime between 10:30 am and 6:00 pm (Monday-Friday) except public holidays or through the e-mail address above. The Grievance Redressal Officer shall endeavour to resolve the grievance within a period of fifteen days from the date of receipt of a grievance.

#### Nodal Officer

If the customer does not receive a response from the Grievance Redressal Officer within 15 days of making a representation, or if the customer is not satisfied with the response received from the Grievance Redressal Officer, the customer may reach the Nodal Officer on the number given below anytime between 10:30am and 6:00 pm (Monday-Friday) except public holidays or write to the Nodal Officer at the e-mail address below. The contact details of our Nodal Officer are provided below.

<b>Name</b>	Mr. Bhavik Davda
<b>Designation</b>	Head of Operation
<b>Address</b>	C 46-48, 4th Floor, Paragon Centre Pandurang Budhkar Marg, Worli Mumbai -400013
<b>Contact No.</b>	+91 22 6817 1111
<b>E-mail ID</b>	nodal.officer@creditwisecapital.com

#### Complaints to Ombudsman

In case the customer does not receive a response from the Grievance Redressal Officer or the Nodal Officer within one month from the date of making a representation to the Company, or if the customer is not satisfied with the response so received, a complaint may be made in accordance with the 'The Ombudsman Scheme for Non-Banking Financial Companies, 2018' ("Ombudsman Scheme") to the Ombudsman in whose jurisdiction the office of the Company complained against, is located.