

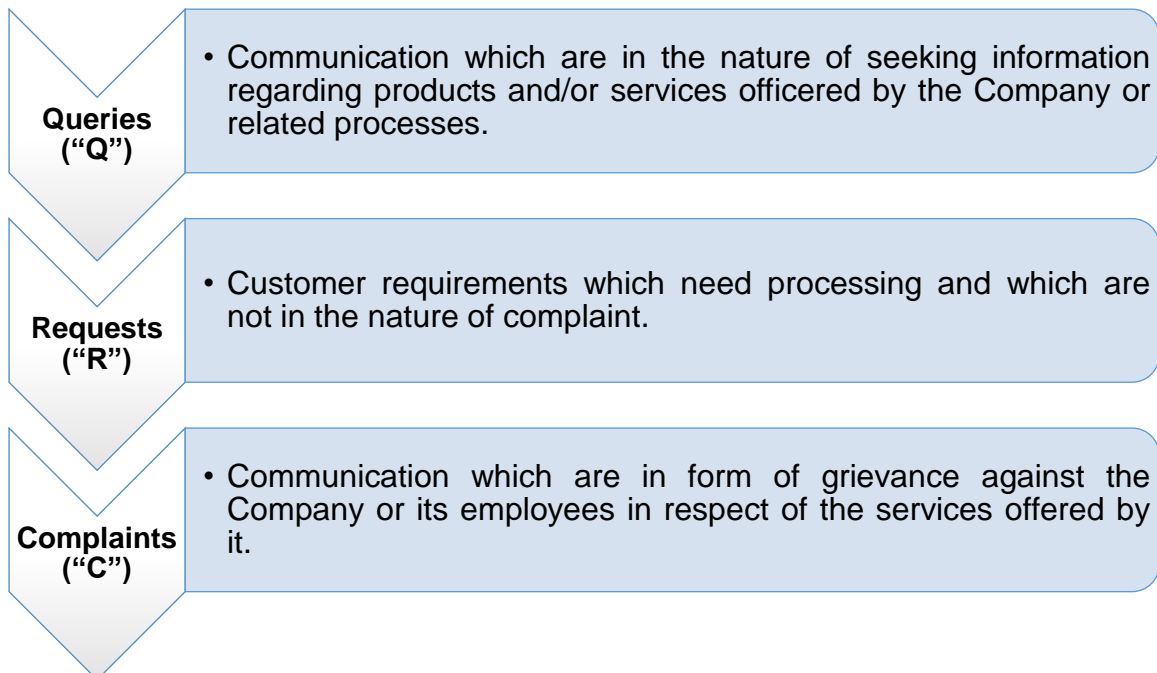
PROCEDURE FOR FILING A COMPLAINT / LODGING A QUERY

Ms. Shikha Jain has been designated as the **Principal Nodal Officer / Grievance Redressal Officer** of JM Financial Credit Solutions Limited for redressing the grievances of the customer.

<p>A customer can file a complaint / lodge a query with the Company through any of the following modes:</p>		
<p>E-mail: click here</p>	<p>Website of the Company: click here</p>	<p>Hard copy of the complaint along with the relevant supporting documents can be posted to the registered office of the Company on the below address:</p> <p style="text-align: center;"> Ms. Shikha Jain Grievance Redressal Officer JM Financial Credit Solutions Limited 7th Floor, Cnergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400 025 </p>

INDICATIVE PROCESS FOR DEALING WITH CUSTOMER COMMUNICATIONS:

Communication from Customers are categorised by the Company as under:



Procedure to raise a Complaint

Step 1 - Communication to Grievance Redressal Officer (GRO) and the GRO shall tag the communication as Q/R/C

Register Complaint with GRO through following modes:

- E-mail
- Website Form
- Hard Copy (Registered Office)

Call: +91 22 6630 3030
E-mail: Shikha.Jain@jmf.com
Mon-Fri 10am-6pm (excluding Public Holidays)



For any communication which is tagged & registered as "C", it should be responded to within 30 days from the date of receipt of C

Yes

← Resolved →

No



Complaint Closed



Escalate to Step 2

If your issue still remains unresolved or if you have not received a response within 30 days of lodging a complaint, you may approach the RBI Ombudsman appointed by the Reserve Bank of India under the Reserve Bank – Integrated Ombudsman Scheme, 2021.



Step 2 - RBI Complaint Management System (CMS) / Ombudsman

Online Mode:
Portal: <https://cms.rbi.org.in>
E-mail: crpc@rbi.org.in

Physical Mode:
 Centralised Receipt and Processing Centre (CRPC),
 Reserve Bank of India, Central Vista, Sector 17,
 Chandigarh – 160017
Helpline: 14448 (Monday to Friday, 9:30 AM – 5:30 PM)