

GRIEVANCE REDRESSAL MECHANISM
Davinta Financial Services Pvt. Ltd.

The company will endeavor to resolve all the disputes received from customers, vendors and third parties regarding loans within 7 working days from the date of receipt of customer disputes. The grievance redressal machinery will also deal with the issue/ complaints/ grievances relating to services provided by the outsourced agencies appointed by the Company.

Following are modes through which customers can raise a complaint with us:

- i. **Email:** Customer can write to us at customercare@davintafinserv.com
 - ii. **Telephone for call back:** [080-47185381](tel:080-47185381)
 - iii. **Post:** Customer can write to us at Corporate Office Address: Urban Vault 1515, 2nd Floor, 19th main, Vanganahalli, Sector 1, Agara, Bengaluru, Karnataka 560034
 - iv. **Website:** Customer can visit us at www.davintafinserv.com
- The customers can also contact our Grievance Redressal Officer, the details of whom are mentioned below:

Grievance Redressal Officer	Mr. Cariappa Kunjira Madappa
Corporate office Address	Urban Vault 1515, 2nd Floor, 19th main, Vanganahalli, Sector-1, Agara, Bengaluru, Karnataka 560034
Telephone for call back	080-47185381
Email ID	gro@davintafinserv.com

- If the grievances/ complaints are not redressed within a period of one month, the customer may file a complaint on RBI Ombudsman portal or file a physical complaint.
 - Portal link for lodging complaint with RBI Ombudsman-
 - <https://cms.rbi.org.in>.
 - Contact details of Centralised Receipt & Processing Centre (CRPC) for physical complaints-
 - Email ID: crpc@rbi.org.in
 - Address: Centralised Receipt & Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Central Vista, Chandigarh – 160017
 - For complete details on the Ombudsman Scheme please refer to the following link of the RBI website- https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf.
