

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, HSR Layout, Bengaluru, Karnataka 560102
 - 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, HSR Layout, Bengaluru, Karnataka 560102
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 approach the Office of NBFC Ombudsman.

Address	Office of NBFC Ombudsman C/o Reserve Bank of India, Fort Glacis Chennai 600 001
Telephone No.	044-25395964
Fax No.	25395488
Email ID	cms.nbfcchennai@rbi.org.in
