

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: 591, 2nd Floor, 15th main, 22nd Cross Rd, Sector 3, 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	Ms. Saloni Laddha
Corporate office Address	591, 2nd Floor, 15th main, 22nd Cross Rd, Sector 3, HSR Layout, Bengaluru, Karnataka 560102
Email ID	sladdha@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.nbfcochennai@rbi.org.in
