

# EXCLUSIVE LEASING AND FINANCE PRIVATE LIMITED

*(Formerly known as EXCLUSIVE LEASING AND FINANCE LIMITED)*

|Regd.Off:- 321 & 322, 3rd Floor, Narain Manzil Building, 23, Barakhamba Road, Connaught Place, New Delhi-110001|

|Corp Off.: 87, Radio Colony, Mahavir Marg, Near BMC Chowk, Jalandhar-144001|

|Tel.: 7888390916||E-mail: exclusiveleasingfl@gmail.com||CIN: U65921DL1984PTC018746|

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## **GRIEVANCE REDRESSAL MECHANISM**

Customers who have any complaints can follow the below process to seek redressal through the following channels on any working day between 09:30 A.M. to 06:00 P.M.

### **1. PRIMARY LEVEL**

In case of any grievances, customers are encouraged to address their concerns at any of the regional and branch offices of the company. Customers should submit their grievances in writing, and they have the option to do so in English, Hindi, or the vernacular language of the respective area. This ensures that all customers can communicate their issues clearly and receive appropriate assistance.

Email: [hello@ezcapital.in](mailto:hello@ezcapital.in)

Contact Number: 011 – 45576003 **OR**

### **Write to the Company at the following address:**

Exclusive Leasing and Finance Private Limited

Registered Office: 321 & 322, 3rd Floor,

Narain Manzil building 23,

Barakhamba Road, Connaught Place,

Central Delhi, New Delhi - 110 001

**Kind Attention: Customer Service Team**

### **2. SECONDARY LEVEL**

If the complaint is not resolved within Seven (7) working days from the date of filing or if the customer is not satisfied with the response at the Primary Level, the customer may escalate the complaint to the Grievance Redressal Officer (GRO) of the Company.

*For Customers*

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## **Contact Details of Grievance Redressal Officer (GRO):**

Name: Mr. Vishal Aggarwal

Designation: Sr. Operations - Manager

Contact Number: 011 – 45576003 **(Extension 208)**

Email ID: vishal.aggarwal@ezcapital.in

## **3. TERTIARY LEVEL**

If the complaint remains unresolved or the customer is not satisfied with the decision of the Grievance Redressal Officer, they may further escalate the grievance in writing to the Chief Risk Officer for redressal. The Chief Risk Officer will address the complaint within fifteen (15) days from the date of receipt.

Name: Mr. Rajev Adlakha

Designation: Chief Risk Officer

Email id: rajev@ezcapital.in

If the complainant is not satisfied with the Chief Risk Officer decision, they may appeal in writing to the Reserve Bank of India

## **4. APPEAL TO RESERVE BANK OF INDIA**

If the complaint/dispute is not redressed within Thirty Days (30 Days), the customer may appeal to the

### **The Officer-in-Charge of the Regional Office**

Reserve Bank of India

Department of Non-Banking Supervision

6, Sansad Marg, Sansad Marg Area,

New Delhi, Delhi 110001

*For Customers*