



Satin Creditcare Network Limited

Reaching Out!

Sparsh



Toll Free Number:

18002123123

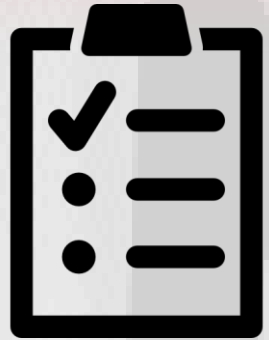
Time: 8:00 AM to 6:30 PM

Days: Mon to Sat (Working Days)

Toll Free Number

Contact Satin toll free number – **18002123123** for any kind of complaint/feedback/inquiry

The Grievance Redressal team will register your complaint and try to resolve your complaint within **Ten Working Days**



Complaint Register

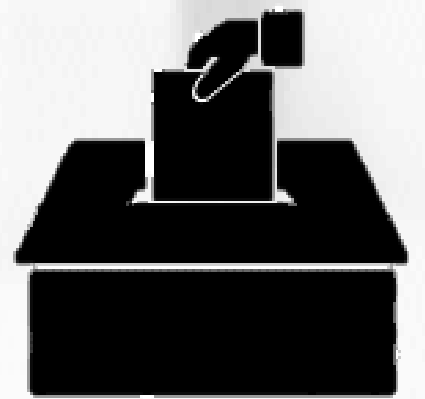
Customer can connect with Branch Manager/Regional Manager to file complaint in the complaint register at their Branch Office or Regional Office.

Your complaint will have no impact on your loan.

Complaint Box

Customer can file a written complaint in the Complaint Box located at every Branch/Region and our staff will endeavour to resolve the issue within **Ten Working Days**

We assure you that your complaint will be kept confidential.



Send written Complaint to the Head Office

If your complaint is not resolved within the specific time, you can write directly to the below mentioned HO address

Principal Nodal Officer:

Mr. Anil Kwatra

Email: clientgrievance@satincreditcare.com

Satin Creditcare Network Limited

Plot No 492, Udyog Vihar, Phase- III, Gurugram Haryana

Pin No- 122016 Phone No : 0124-4715400



SCNL assures that customer will be treated fairly despite the grievance being lodged

Contact MFIN: If you are not satisfied with the resolution provided by Satin or in case you do not get any resolution, you can call on MFIN's toll free number – **18001021080** to escalate your complaint

Further, if your complaint is still not resolved within a month, you can contact to the Reserve Bank of India, at below mentioned contact details

Office In charge : Department of Non- Banking Supervision, 6, Sansad Marg, New Delhi – 110001, India

PH: (011) 2371 4456, 2373 9328, 23719466, FAX: (011) 2371 3672, 2375 2188,

Email: dnbsnewdelhi@rbi.org.in