

SPARSH



"At **Satin Creditcare Network Limited**, we are dedicated to ensuring a smooth experience for our customers. To address any complaints or grievances, we have put in place a robust system for resolving issues promptly and effectively. Please follow the escalation process outlined below if you have any concerns:"

Level 1: Customers can initiate the grievance redressal process by approaching their Loan Officer or Branch Manager. Complaints can be registered by filling out the Complaints Register or dropping a letter in the complaint box available at our branches.



Level 2: If the issue persists or if you are dissatisfied with the response received within five (5) working days from the previous level, please contact us through the following channels:

Toll-Free No.: 1800-2123123 (08:00 AM to 06:30 PM, Monday to Sunday)

E-mail: clientgrievance@satincreditcare.com

Write a letter and send it to our corporate office at:

Customer Grievance Redressal Department (SPARSH)

Satin Creditcare Network Limited

Plot No. 492, 6th floor, Udyog Vihar, Phase – III, Gurugram, Haryana – 122016, India



Level 3: If the issue remains unresolved after fifteen (15) days from the previous level, escalate the complaint/grievance to:

Mr. Anil Kwatra (Principal Nodal Officer & Grievances Redressal Officer)

Contact: 0124-4715400

Email: Anil.Kwatra@Satincreditcare.com / PNO@Satincreditcare.com



Level 4: If the issue persists beyond seven (7) working days from the previous level after contacting the Principal Nodal Officer, escalate the complaint/grievance to the Grievance Redressal Officer at MFIN/ Sa-Dhan:

Microfinance Institution Network (MFIN)

Grievance Redressal Officer 403–404, 4th floor,

Emaar Palms Spring Plaza, Golf Course Road, Sector-54, Gurgaon-122003.

Toll-Free No.: 1800-102-1080



Grievance Redressal Officer, A-1 226, 1st Floor, Safdarjung Enclave, New Delhi-110029

Contact No. 011-4717 4418 / E-mail: nandi@sa-dhan.org



Level 5:

**If the issue remains unresolved, customers have the option to file a complaint with Reserve Bank of India (RBI) through the complaint portal:
Online complaint (RBI Complaint portal): <https://cms.rbi.org.in>**

