

Customer Grievance Redressal Mechanism

Flipkart Finance Private Limited (RBI Registered NBFC)

Level s	Contact Person	Mode through which the customer may connect	TAT to resolve the grievance
I	Customers may reach out via website, call center, email, letter, etc. Each interaction is logged in the system with a reference number, which is shared with the customer by SMS/email for tracking.	<p>E-mail id: customercare@flipkartfinance.com</p> <p>Call Centre: 1800-258-3535</p> <p>Post: 447/C & 447/C-1, 1st A Cross, 12 Main Rd 4th Block, Koramangala, Bangalore, Bangalore, Karnataka, India, 560034</p> <p>Website: www.flipkartfinance.com</p>	<p>Within 7 working days upon reaching out to the Customer Support team.</p> <p>If the customer is not satisfied with the response or resolution offered, then customer may choose to refer the matter to Level 2.</p>
II	The customer can reopen the case if he is not satisfied with the resolution provided post closure of the case. An auto acknowledgement of the complaint number is created and shared with the Customer. The captured complaint then follows the online automated process flow.	In case the complaint remains unresolved even after 7 days, the same shall automatically get escalated to Level 2.	<p>Within 7 working days from the date of escalation of grievance with GRO.</p> <p>If the customer is not satisfied, the customer may escalate the matter to Level 3 i.e. Grievance Redressal Officer (GRO)</p>
III	Grievance Redressal Officer (GRO) - The customer can reopen the case if he is not satisfied with the resolution provided post closure of the case by the Nodal Officer which then flows to GRO. An auto acknowledgement of the complaint number is created and shared	<p>Name: Mr. Biju Joe</p> <p>Designation: Grievance Redressal Officer</p> <p>Contact: 1800-258-3535</p> <p>Email id: grievanceofficer@flipkartfinance.com</p> <p>Address: 447/C & 447/C-1, 1st A Cross, 12 Main Rd 4th Block,</p>	Within 7 working days from the date of escalation to Grievance Redressal Officer

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	with the Customer. If the customer is not satisfied with the resolution provided post closure of the case Customer may directly write on RBI Integrated Ombudsman Scheme	Koramangala, Bangalore, Bangalore, Karnataka, India, 560034 Website: www.flipkartfinance.com	
IV	RBI Complaint Management System as per the RBI Integrated Ombudsman Scheme	<p>If the customer is not satisfied with the resolution received or if the customer does not hear from the Company within 30 days from the date of filing the complaint, then he/she may lodge their complaint on</p> <p>i. RBI CMS portal: https://cms.rbi.org.in or</p> <p>ii. Send your form (format) to the below mentioned address:</p> <p style="text-align: center;">Centralized Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017 Toll free No. – 14448 or</p> <p>iii. Complaints with full detail can be sent by email to crpc@rbi.org.in.</p>	If the grievances/ complaints are not redressed by FFPL within a period of one month from date of filing.

Details of the Grievance Redressal Officer

Name	Mr. Biju Joe
Address	
Phone No	1800 358 2525 [Monday to Saturday between 9AM – 6 PM]
Email ID	grievanceofficer@flipkartfinance.com