



## CUSTOMER GRIEVANCE REDRESSAL MECHANISM

The Company has established this Customer Grievance Redressal Mechanism in accordance with the guidelines issued by the Reserve Bank of India, including communications issued by the Consumer Education and Protection Department (CEPD), to ensure prompt and fair resolution of customer complaints.

### Level 1: Register your Complaint

Customers / investors may lodge their complaints in writing or through email in relation to any services, transactions, or other matters:

Email: [gfs11994@gmail.com](mailto:gfs11994@gmail.com)

Address: 17, Ganesh Chandra Avenue, 5th Floor, Kolkata – 700013

An acknowledgement of the complaint shall be provided within 2 working days and the complaint shall be resolved within 7 days from the date of receipt.

### Level 2: Grievance Redressal Officer

If the complaint is not resolved within the above time or the customer is not satisfied with the response, the matter may be escalated to the Grievance Redressal Officer:

Ms. Ankita Modi

Company Secretary

Email: [a.agarwal0505@gmail.com](mailto:a.agarwal0505@gmail.com)

Phone: 033- 3544 1664

### Level 3: Principal Nodal Officer

If the resolution provided at Level 2 does not meet your expectation, you can approach our Principal Nodal Officer:

Mr. Lav Bajaj

Principal Nodal Officer

Email: [lav\\_bajaj@yahoo.com](mailto:lav_bajaj@yahoo.com)

Phone: 7003280543

### Level 4: RBI Integrated Ombudsman Scheme

If the complaint is not resolved within a period of 30 days or the customer is not satisfied with the resolution provided, the customer may approach the **Integrated Ombudsman Scheme** of the RBI by filing a complaint on the Complaint Management System (CMS) portal:

<https://cms.rbi.org.in>

Email: [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

Centralized Receipt and Processing Centre (CRPC)

Reserve Bank of India,

Central Vista, Sector 17,

Chandigarh-160017

The Company is committed to resolving customer grievances in a fair, transparent and time-bound manner and maintaining proper records of all complaints received.