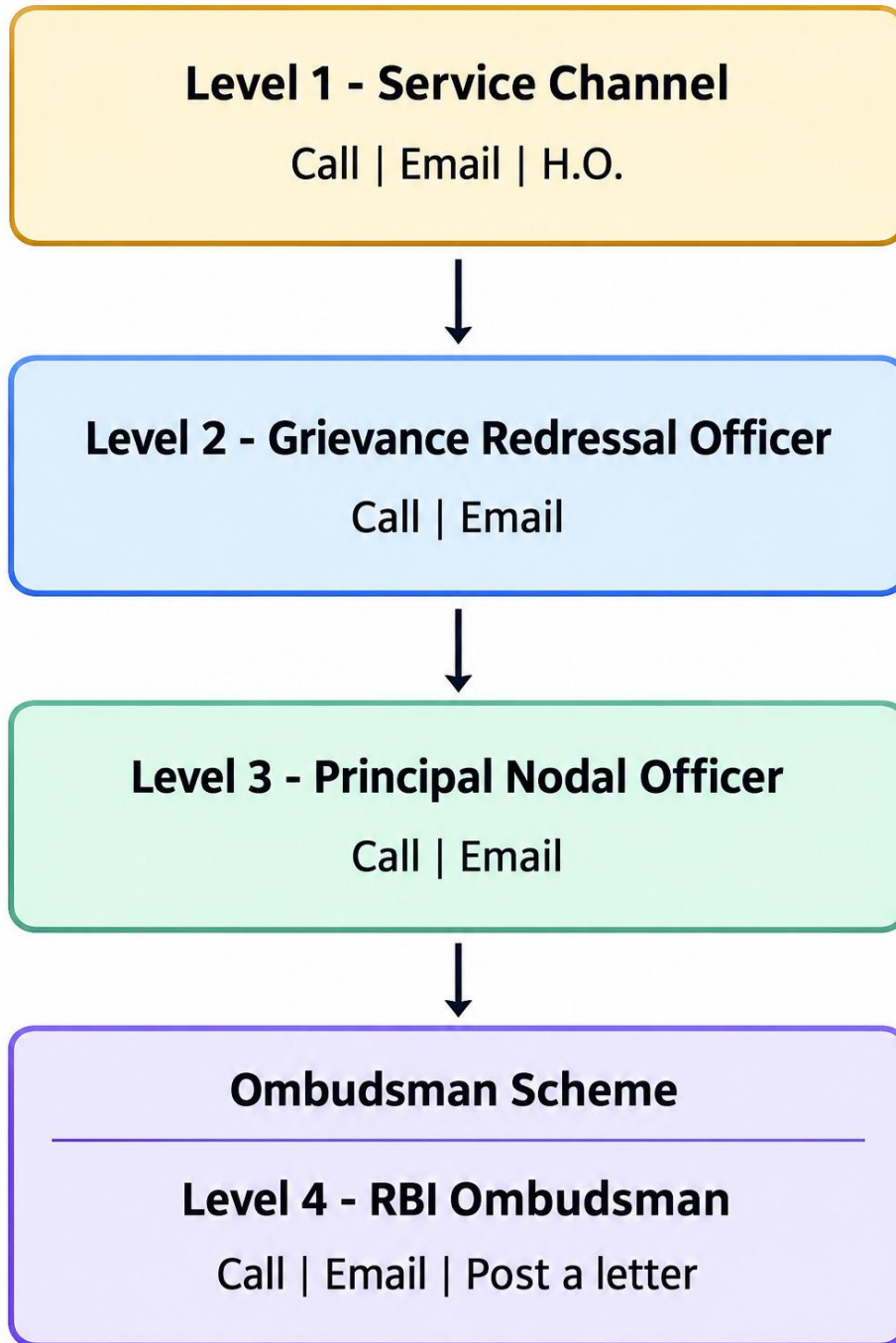


GRIEVANCE REDRESSAL FLOWCHART



GRIEVANCE REDRESSAL AND ESCALATION MATRIX

(for lodging Complaint, Query and Request)

Level 1 – Raise a Service Request on CMS

(Please allow up to 10 working days for resolution)

Write to us: support@mufinfinance.com

Visit our H.O.: 201-202, Best Sky Tower, Netaji Subhash Place, New Delhi-110034

Talk to us: 011-43094300

Level 2 – Grievance Redressal Officer

If unresolved at Level 1, contact the officer below. It will take up to 10 working days for resolution.

Mr. Aditya Sharma

Monday to Saturday, 10.00 AM to 6:30 PM, excluding public holidays and second Saturday.

- Phone Number: 9910418787
- Email ID: aditya.sharma@mufinfinance.com

Please mention your previous Service Request Number when contacting the officer.

Level 3 – Principal Nodal Officer

If unresolved at Level 2, contact the officer below. It will take up to 10 working days for resolution.

Ms. Kavita Sharma

Monday to Saturday, 10.00 AM to 6:30 PM, excluding public holidays and second Saturday.

- Phone Number: 9220811198
- Email ID: nodal@mufinfinance.com

Note: If the service request raised through Levels 1, 2, and 3 remains unresolved, or if you do not get a satisfactory response within 30 days of lodging an issue/complaint, you may contact the RBI Ombudsman.

Level 4 – RBI Ombudsman

File a Complaint on RBI Portal

Visit the RBI complaint portal: Complaint Management System (CMS)

<https://cms.rbi.org.in/cms/indexpage.html#eng>

Call on Toll-Free Number

14448

Email to RBI Ombudsman

crpc@rbi.org.in

Post a Letter to RBI Ombudsman

Centralised Receipt and Processing Centre (CRPC)

4th Floor, Reserve Bank of India

Sector-17, Central Vista

Chandigarh – 160017