

GRIEVANCES REDRESSAL MECHANISM

All disputes arising out of the decisions of the functionaries in relation to the products and services shall be heard and disposed off at least at the next higher level. Therefore, the following 'Grievances Redressal Mechanism ' is put in place.

- If you have any Complaint /grievance, kindly contact:

Mr. Aravind Bose

Assistant Manager-Sales Co-ordination

Muthoot Capital Services Ltd, Muthoot Towers,3rd floor, M.G.Road, Ernakulam

Phone: 0484 6613455

Email: aravind.bose@muthootcap.com

- If you desire to escalate your complaint/grievance, please write to:

Mr. Pratap Bydan

Associate Vice President - Customer Grievance

Muthoot Capital Services Ltd, 3rd Floor,

Muthoot Towers, MG Road, Kochi – 682 035

Phone: 0484 6613452

Email: pratap.b@muthootcap.com

- If you wish to escalate further or directly take up your complaint /grievance to senior level write to:

Mr. Vijayan T

Vice President – Operations and IT

Muthoot Capital Services Limited

3rd Floor, Muthoot Towers, M G Road, Kochi – 682035

Ph: 0484-6619600,6613624

Email: vijayan.t@muthootcap.com

- If the Compliant /grievance is not redressed within a period of one month , the customer may appeal to:

THE GENERAL MANAGER

Department of Non -Banking Supervision

Reserve Bank of India

Bakery Junction, PB No-6507

Thiruvananthapuram -695033

Ph: 0471- 2338818, 2329676

Email: dnbsthro@rbi.org.in