



Customer Grievance Redressal Day - Monthly Observance

To enhance our customer service and ensure timely resolution of grievances, the 16th of every month shall be observed as **Customer Grievance Redressal Day**. On this day, customers are encouraged to voice their concern and provide feedback between **3:00 p.m. to 5:00 p.m.**

However, if the 16th of any month falls on a holiday, the next working day shall be considered as **Customer Grievance Redressal Day**.

For **Muthoot Capital Services Limited**

Mr. Mathews Markose
Chief Executive Officer



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