

# Grievance Redressal Mechanism

In case of any complaint / Grievances of the borrowers, the same shall be intimated by them in writing to the Grievance Redressal Officer. The Grievance Redressal Officer shall immediately make all efforts to redress the grievances, The concerned employees shall guide the borrowers who wish to lodge a complaint.

The company has provided for three tier Grievances Redressal Mechanism to resolve any of its customers query / grievance.

## Level 1 :

The customer may register his / her query / complaint to the company which shall be addressed to the Grievances Redressal in connection with any other matters pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation / alteration of credit information. The details of Grievances Redressal Officer are given as follows:

Name of the Grievances Redressal Officer : Supriya Sowkur  
Address : V N Finance Pvt. Ltd.  
Office No. 2004 2005, Kamdhenu Commerz,  
Sector 14, Kharghar, Navi Mumbai, 410210  
Tel : 022 20877888  
Email id : support@vnfinance.in

## Level 2 :

If the complaints is not solved with in 15 days, the customer shall complaint to the Chairman of the company on following details:

Chairman : Mohit Vijay Kakkad  
Address : V N Finance Pvt. Ltd.  
Office No. 2004 2005, Kamdhenu Commerz,  
Sector 14, Kharghar, Navi Mumbai, 410210  
Tel : 022 20877888  
Email id : mohit@vnfinance.in

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Level 3 :

If the complaint / dispute is not redressed within period of one month from date of its receipt, the customer may appeal to:

The Reserve Bank of India  
Department of Non- Banking Supervision,  
Reserve Bank of India  
Centre I, World Trade Centre,  
Mumbai – 400 005.

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