

# Customer grievance redressal escalation matrix and the contact details

## Edgro Finance Private Limited

### Alternative channels for raising complaints

#### Walk-In (Office Visit)

Monday–Saturday, 9:30 AM–6:30 PM  
(2nd Sat closed)

#### Address:

**Edgro Finance Private Limited,**  
2nd Floor, No: 1614/1615, Enzyme,  
7th Cross, 19th Main Road, Sector 1,  
HSR Layout, Bengaluru – 560102

Customers can also raise a complaint via  
the Edgro website using the Grievance  
Redressal Form (GRF):  
[https://www.edgrofin.com/grievance-  
redressal](https://www.edgrofin.com/grievance-redressal)

Level 1

Customer Support Team  
Mr. Vijay MK

✉ Service Email: [info@edgrofin.com](mailto:info@edgrofin.com)

☎ Call: +91-7412812312

→ **Not satisfied?**  
Escalate to Next Level

Level 2

Grievance Redressal / Principal Nodal officer  
Mr. Guru Prasad

✉ Complaint Email: [gro@edgrofin.com](mailto:gro@edgrofin.com)

Level 3

Reserve Bank of India (RBI)

(If unresolved within 30 days)

RBI CMS Portal: <https://cms.rbi.org.in>

Complaint Resolved