

Kaleidofin Capital enables its customers to register grievances through following channels

Customer

Kaleido-care centre

Care centre can be reached out at 1800-4197-536 or help@kaleidofincapital.com from 09:30 AM to 6:30 PM (IST) Monday to Saturday

Resolution within 5 working days, if not, it will be escalated to the regional head

If not satisfied through regional head, the customer can escalate the issue to the GRO

GRO will resolve the complaint in 12 days. If the customer is not satisfied, complaint can be escalated to PNO

PNO will resolve the complaint in 15 days. If the customer is not satisfied, complaint can be made to RBI Ombudsman

Written Complaints

Customers can write a physical letter to our registered office or email us at help@kaleidofincapital.com

Regional Head of respective partner to resolve complaint within 5 working days

Grievance Redressal Officer (GRO)

Principal Nodal Officer (PNO)

RBI Ombudsman

Partner Branch

Customers can speak to cluster manager visiting partner branches or put their Complaints in the suggestion box at the branch office

Complaints received at the Branch will be directly communicated to the GRO for close monitoring

GRO Vipul Sekhsaria can be reached at Module A6-02, 6th Floor, Block A, Phase II, IITM Research Park, Kanagam Village, Taramani, Chennai – 600113, or his email ID – GRO@kaleidofincapital.com

PNO Puneet Gupta can be reached at Module A6-02, 6th Floor, Block A, Phase II, IITM Research Park, Kanagam Village, Taramani, Chennai – 600113, or his email ID – PNO@kaleidofincapital.com

Complaint Lodging Portal of the RBI Ombudsman: <https://cms.rbi.org.in>
Email: Send your detailed complaint to crpc@rbi.org.in
Contact Centre with toll free number- **14448**
In physical mode complaint may be sent to - Centralised Receipt and Processing Centre - Reserve Bank of India, 4th Floor, Sector 17, Central Vista, Chandigarh – 160017