

**Step
1**

Complaints

You can reach us for any complaint through any of our access channels mentioned below:
Call us 1860-266-4111, 1800-103-9711 & 1800-309-9711
(09:00 AM to 6:00 PM, Monday to Friday, excluding national holidays).

Email Us: customerservice@religare.com

Write to Us: Religare Finvest Ltd, 2nd floor, Club 125 (Tower B), Plot A-3, 4 & 5, Sector 125, Noida- 201301 (U.P)
(Existing Customers are requested to quote the Loan Account Number to our Customer Support Officer while calling or writing to them)

You will receive a response within 14 days.

**Step
2**

Escalation to Nodal Officer

If the resolution provided in Step 1 does not meet your expectations, or if you did not receive a response within the defined timescales, you may escalate the issue to Nodal officer.

Contact Details of the Nodal Officer

Name : Ms. Dhaara Sharma
Email ID : pno@religare.com
Contact Number : 0120 - 6355000

You will receive a response within 14 days.

**Step
3**

Reserve Bank of India - Integrated Ombudsman Scheme

If the resolution provided in Step 2 does not meet your expectations, or if you did not receive a response within the defined timescales, you may approach RBI at <https://cms.rbi.org.in>.

Contact details of Centralised Receipt and Processing Centre (CRPC)

Email ID: crpc@rbi.org.in
Address: Centralised Receipt and Processing Centre,
Reserve Bank of India, 4th Floor, Sector 17,
Chandigarh - 160017
Toll Free Number - 14448
RBI Regional Office Address:
Reserve Bank of India,
6, Sansad Marg,
New Delhi - 110 001
Tel: 011 2371 0538