



Escalation Matrix

Level 1

- i. Customer Service Center- 022-66808304/8302/8312/8337/8332
(Mon - Fri, 9am to 5pm)
- ii. Website- <https://www.infina.co.in/contact>
- iii. Write to us- customerservice@infina.in (Mon - Fri, 9am to 5pm)
- iv. Registered Office- Customer Service Team, 7th Floor, Dani Corporate Park, 158, C.S.T. Road, Kalina, Santacruz (East), Mumbai – 400 098.

Level 2

Escalation Criteria: If customer grievance is not resolved at Level 1, **he/she can reach out to Grievance Redressal Officer / Nodal Officer**

Designation: Grievance Redressal Officer / Nodal Officer

Email: grievancedressal@infina.in / nodalofficer@infina.in (Mon - Fri, 9am to 5pm)

Phone: 022-6680 8300 (Mon - Fri, 9am to 5pm)

Address: 7th Floor, Dani Corporate Park, 158, C.S.T. Road, Kalina, Santacruz (East), Mumbai – 400 098.

- Grievance Redressal Officer/ Nodal Officer will acknowledge the customer issue & record in the system.
- If the Customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 3 Principal Nodal Officer (PNO)

Level 3

Principal Nodal Officer (PNO)

In case, the customer is not satisfied with the response received from level 1 & level 2, then he/she can write to the PNO, Customer can choose to call at the PNO Desk number.

Designation: Principal Nodal Officer

Email: pno@infina.in

Phone: 022-66808352

Address: 7th Floor, Dani Corporate Park, 158, C.S.T. Road, Kalina, Santacruz (East), Mumbai – 400 098.

- If the grievance is not resolved within 30 days then customer may choose to refer the matter to Banking Ombudsman.

Level 4

Banking Ombudsman

In case, customer is not satisfied with the decision / resolution provided by the Company or have not received any response within a period of 30 days from the date of receiving the Grievance, customer may approach the Ombudsman at <https://cms.rbi.org.in> and tollfree no – 14448

C/o Reserve Bank of India,
RBI Byculla Office Building

Address: Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008

STD Code: 022| Telephone No: 2300 1280 | Fax No : 23022024

INFINA Finance Private Ltd.

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Centralized Receipt and Processing Centre,
Reserve Bank of India, 4th Floor, Sector 17,
Chandigarh – 160017

Grievances Related to Insurance - Corporate Agency

Insurance Regulatory and Development Authority of India (IRDAI) Department:

Policyholder's Protection & Grievance Redressal Department – Grievance Redressal Cell

General Manager

Address: Sy. No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032

Email: Grievances@irdai.gov.in

Bima Bharosa Portal: IRDAI Portal

Toll-Free Contact: 155255 or 1800-4254-732

Appointment of Internal Ombudsman -

The Reserve Bank of India institutionalized the Internal Ombudsman mechanism in various regulated entities vide instructions / guidelines during 2018, 2021 and most recently in Jan,2026. The Internal Ombudsman mechanism has been set up with a view to strengthen the Internal Grievance Redress system of the regulated entities. As a regulated entity IFPL is required to abide by the master directions set for this purpose.

IFPL will follow the Master Direction - Reserve Bank of India (Non-Banking Financial Companies - Internal Ombudsman) Directions, 2026 , which is accessible via below link-

<https://rbidocs.rbi.org.in/rdocs/notification/PDFs/383MD14012026559E41DD96224880B75EDB2B96E4BD8B.PDF>

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