Escalation Matrix for Grievance Redressal

Level-1	Registration of Complaint	Name: Shaik Shaheen Begum Address: 11th Floor, Tower-3, Equinox by Phoenix, Survey No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad - 500 032 Email Id: contact@ikffinance.com Contact Number: 1800 309 3090
Level-2	First Level of Escalation	Name: Syed Ather Bhasha Address: 11th Floor, Tower-3, Equinox by Phoenix, Survey No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad - 500 032 Email Id: contact@ikffinance.com
Level-3	Chief Grievance Redressal Officer	Name: Shailendra Kumar Lath Address: 11th Floor, Tower-3, Equinox by Phoenix, Survey No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad - 500 032 Email Id: nodalofficer@ikffinapp.com Contact Number: 040-69268899

i) Customers can escalate their complaints directly to the RBI Ombudsman either through its grievance portal link (https://cms.rbi.org.in/cms/indexpage.html#eng) or to the below mentioned regional addresses of RBI if they do not receive a satisfactory response within 30 days of filing their complaint with the NBFC.

ii) Complaints can also be filed through the dedicated e-mail (crpc@rbi.org.in) or sent in physical mode to the 'Centralized Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the format.

iii) Complainant can also call on the Contact Centre with a toll-free number – 14448 from 8:00 AM to 10:00 PM (Monday through Saturday, except National Holidays)– is being Operationalized in Hindi, English and in ten regional languages to begin with and will be expanded to cover other Indian languages in due course.