

## **GRIEVANCE REDRESSAL**

### **LEVEL - 1**

**Write to us**

care@121finance.com

Or

**Call us on**

+91 9314 121 121

Our team will examine your concerns and respond with a resolution at the earliest.

### **LEVEL - 2**

If you are not satisfied with the resolution provided at Level 1, or if no resolution is provided within 15 days, you may escalate your concern to our **Grievance Redressal Officer** using the details provided below.



Mr. Vivek Agarwal



complaints@121finance.com

### **LEVEL - 3**

If your issue remains unresolved at Level 2, or if no resolution is provided within 30 days, you may escalate your concern to our **Principal Nodal Officer**.

The contact details are as follows.



Mr. Gazal Binani



grievances@121finance.com

### **LEVEL - 4**

If your grievance is not resolved satisfactorily after following all the above steps, you may approach the RBI Ombudsman through the link below:

**RBI COMPLAINT MANAGEMENT SYSTEM**