

GRIEVANCE REDRESSAL

LEVEL - 1

Write to us

Or

Call us on



customercare@121finance.com



+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](#)