



NAMRA FINANCE

Wholly Owned Subsidiary of Arman Financial Services Ltd

GRIEVANCE REDRESSAL MECHANISM

NAMRA FINANCE LIMITED HAS SET UP A GRIEVANCE REDRESSAL MECHANISM TO HELP CUSTOMERS TO REDRESS AND RESOLVE THEIR GRIEVANCES

THE COMPANY HAS APPOINTED A GRIEVANCE REDRESSAL OFFICER / PRINCIPAL NODAL OFFICER TO WHOM ALL COMPLAINTS BY THE CUSTOMERS NEEDS TO BE ADDRESSED.

MR. SRINIVASARAGHAVAN.S, CHIEF RISK OFFICER SHALL BE THE GRIEVANCE REDRESSAL OFFICER AND ALSO PRINCIPAL NODAL OFFICER.

THE CUSTOMER HAS TO SEND ALL THE RELEVANT DETAILS AND THE NATURE OF COMPLAINT TO THE GRIEVANCE REDRESSAL OFFICER.

ON RECEIPT OF THE COMPLAINT, AFTER DUE VERIFICATION AND ENQUIRY ON THE VERACITY OF THE CASE, THE GRIEVANCE REDRESSAL OFFICER SHALL PUT UP THE MATTER TO THE GRIEVANCE REDRESSAL CELL COMPRISING OF JOINT MANAGING DIRECTOR, CHIEF OPERATING OFFICER AND CHIEF RISK OFFICER. THE GRIEVANCE REDRESSAL CELL SHALL ARRIVE AT A DECISION BASED ON THE FACTS OF THE CASE. SUCH DECISIONS SHALL BE COMMUNICATED BY THE GRIEVANCE REDRESSAL OFFICER TO THE COMPLAINANT.

THE CONTACT DETAILS OF THE GRIEVANCE REDRESSAL OFFICER /PRINCIPAL NODAL OFFICER IS GIVEN HEREUNDER:

MR. SRINIVASARAGHAVAN S
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