

# **Grievance Redressal Mechanism**

At Satyam Finlease Private Limited, our goal is to provide you with the best possible service. Part of that commitment is giving you easy access to information and a clear, effective way to get your concerns heard. Whether your query involves service quality, behavioural aspects, or functions handled by us or our outsourced partners, we are here to listen.

## 1. Step 1: Get in Touch

1.1. Start by reaching out to us through any of these channels:

1.1.1. **Visit a Branch:** Stop by your nearest branch and submit your grievance to a branch official. You can lodge your complaint in the Customer Complaint Register during our working hours (9:30 am to 6:30 pm)

1.1.2. **Call or Email:** Speak to our customer service team at +91 8956604659 or email us at [hello@quincecapital.in](mailto:hello@quincecapital.in)

1.1.3. **Online:** Raise your complaint directly on our website at [www.quincecapital.in](http://www.quincecapital.in)

1.2. Our promise - we will respond to your complaint within 15 days

## 2. Step 2: Escalation

2.1. If you aren't satisfied with the solution provided in Step 1, you can escalate the matter to our Grievance Redressal Officer/ Principal Nodal Officer. They will examine your case with due care and diligence and provide a response within 15 days (or explain the reason if more time is needed).

2.2. **Nodal Officer Contact Details:**

*Note: Specific officer details are prominently displayed at our branches and on our website*

## 3. Step 3: External Review

3.1. If your complaint hasn't been resolved within one month, or if you remain unsatisfied with our final resolution or the reasons for any delay, you have the right to reach out to the RBI Ombudsman.

3.2. How to Reach the Ombudsman?

3.2.1. **Portal:** <https://cms.rbi.org.in>

3.2.2. **Address:** Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017

3.2.3. **Toll-Free:** 14448 (9:30 am to 5:15 pm).

3.2.4. **Email:** [CRPC@rbi.org.in](mailto:CRPC@rbi.org.in)

## Approval

Department	Approval Authority	Last Review Date	Version
Compliance	Board	Dec 2025	1.0

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