Grievance Redressal Mechanism

The Company has established the following grievance escalation mechanism:

Level	Authority	TAT
Level 1	Customer Service – Branch Manager	7 Days (Working Days)
Level 2	Grievance Nodal Officer (GNO) C.A. Joy Gopan, AGM agm2tfs@gmail.com Mobile # 9495170000	15 Days (Working Days)
Level 3	Reserve Bank of India – Integrated Ombudsman Scheme	If Unsolved within in 30 Days

Customers are requested to escalate their grievances to the next level only if they are not satisfied with the resolution provided at the preceding level or if no response is received within the prescribed timeline.