



GRIEVANCE REDRESSAL MECHANISM

CredAvenue shall provide a three tier Grievance Redressal Mechanism to resolve any of its customers query/ grievance.

- Level 1: Bandaru Ramadasu, Vice President - Products
- Level 2: Araveinth Gopinath, CISO (Chief Information Security Officer)
- Level 3: Gaurav Kumar, Managing Director

Level 1:

The customer may register his/her queries and grievances to the Company which shall be addressed to the Grievance officer.

The details of the Grievance Redressal Officer are given as follows:

- Name of the Grievance Redressal Officer: Bandaru Ramadasu, Vice President - Products
- Address : 12th Floor, Prestige Polygon, No.471, Annasalai, Nandanam, Chennai – 600035, Tamil Nadu, India.
- Contact Details (Email): grievanceredressal@credavenue.com;
(Telephone) +91 44 40074888

The grievance officer may formally delegate the task of a specific complaint to a team member as suitable for redressal, with due information to the customer.

Level 2:

If the query/ grievance is not resolved within 15 days, the customer shall complain to the Mr. Araveinth Gopinath, Vice President - IT, of the Company at the following email id: Araveinth.G@credavenue.com.

Level 3:

If the query/ grievance is not resolved within 25 days, the customer shall complain to the Managing Director of the Company Mr. Gaurav Kumar, Managing Directors at the following email id: Gaurav@credavenue.com.