

COMPLAINT REDRESSAL MECHANISM

- The Customers would be required to send their queries / disputes / requests to the branch officers / customer care executives of the Company. The Branch Officers / Customer care Executives would then upload those queries / disputes / requests on the MAS ERP (i.e. on Companies computer based system). These queries would then be received and solved by the CRM department.
- In case, if the query requires to be further scaled up, then it would be taken in the hierarchy to the Customer Relationship Manager (CRM). The Customer Relationship Manager's contact details would be displayed at all the Branch Offices and also on the website of the company.
- If the queries are not resolved, at this level, then the same could be referred to the Manger Operations at:

To,

Mr. Bharat Mori Sr.

Sr. Manager, CRM

MASFinancial Services Limited 4th Floor,
Narayan Chambers, B/h Patang Hotel,
Ashram Road, Ahmedabad – 380009.

Call: 079 – 41106500

Email: mfsl@mas.co.in

- **Grievance Redressal Officer:**

The Grievance Redressal Officer may be reached on the number provided above.

- **Nodal Officer:**

If the customer does not receive a response from the Grievance Redressal Officer within 21 days of making a representation, or if the customer is not satisfied with the response received from the Grievance Redressal Officer, the customer may reach the Nodal Officer on the below given number during working hours.

He / she can write to the Nodal Officer at:

To,

The Nodal Officer,

MASFinancial Services Limited,
6 Ground Floor, Narayan Chambers, B/h Patang Hotel,
Ashram Road, Ahmedabad – 380009.

Call: 079 – 41106578

Email: pno@mas.co.in

**Kindly note - The company working hours are from 10:00 am to 7:00 pm, except for Sundays, National/ State Holidays & second Saturday of every month. Any grievance received will be taken up on the next working business day.*