



|                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application (app) Name:</b>                  | KreditBee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Developer Details</b>                        | Krazybee Services Limited<br>3rd Floor, No.128/9, Maruthi Sapphire, HAL Airport Road, Muruges Palya, Bangalore, Karnataka, India - 560017.                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Services Offered</b>                         | <ol style="list-style-type: none"> <li>1. Advertising and Marketing</li> <li>2. Development, Disbursement &amp; Management of Loan Products</li> <li>3. Customer Acquisition</li> <li>4. Initial background checking, pre-assessment, fraud assessment and Underwriting</li> <li>5. Know Your Customer process</li> <li>6. Collection and Recoveries</li> <li>7. Customer Support</li> </ol>                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Grievance Redressal Officials – Lender 2</b> | For DLA/LSP related queries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | For RE related queries                                                                                                                                                                                                                                                                                                                                                               |
|                                                 | <b>Grievance Officer</b><br><br><b>Name:</b> Ms. Asharani<br><b>Address:</b> KrazyBee Services Limited, (formerly known as “Krazybee Services Private Limited”)<br><br>4th Floor, Anjaneya Techno Park, No. 147, HAL Old Airport Road, ISRO Colony, Kodihalli, Bengaluru- 560008<br><br>Email: <a href="mailto:help@kreditbee.in">help@kreditbee.in</a>                                                                                                                                                                                                   | <b>Nodal Officer</b><br><br><b>Name:</b> Mrs. Chaithra M K<br><b>Address:</b> KrazyBee Services Limited (formerly known as “Krazybee Services Private Limited”)<br><br>3rd Floor, No. 128/9, Maruthi Sapphire HAL Old Airport Road, Muruges Palya, Bangalore-560017<br><br>Contact: 8044292244<br>Email: <a href="mailto:pno@kbnbfc.in">pno@kbnbfc.in</a>                            |
|                                                 | <b>Nodal Officer</b><br><br><b>Name:</b> Mr. Abhishek Kumar<br><b>Address:</b> KrazyBee Services Limited, (formerly known as “Krazybee Services Private Limited”)<br><br>4th Floor, Anjaneya Techno Park, No. 147, HAL Old Airport Road, ISRO Colony, Kodihalli, Bengaluru- 560008, Karnataka<br><br>Email: <a href="mailto:grievance@kreditbee.in">grievance@kreditbee.in</a>                                                                                                                                                                            | <b>Grievance Redressal Officer</b><br><br><b>Name:</b> Mr. Saurav Kumar<br><b>Address:</b> KrazyBee Services Limited (formerly known as “Krazybee Services Private Limited”)<br><br>3rd Floor, No. 128/9, Maruthi Sapphire HAL Old Airport Road, Muruges Palya, Bangalore - 560017<br><br>Contact: 8044292555<br>Email: <a href="mailto:grievance@kbnbfc.in">grievance@kbnbfc.in</a> |
|                                                 | <b>Grievance Redressal Officer: Ms. Preksha Bharucha</b><br><b>Address:</b> MAS Financial Services Limited, 4th Floor, Narayan Chamber B/h Patang Hotel, Ashram Road, Ahmedabad – 380009<br><b>Contact:</b> 079-41106751<br><b>E-Mail:</b> mfs@mas.co.in<br><br>If the customer does not receive a response from the Grievance Redressal Officer, or if the customer is not satisfied with the response received from the Grievance Redressal Officer, the customer may reach the Principal Nodal Officer on the below given number during working hours. |                                                                                                                                                                                                                                                                                                                                                                                      |

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 | <p><b>The Principal Nodal Officer: Mr. Bharat Mori</b><br/> <b>Address:</b> MAS Financial Services Limited, 6 Ground Floor, Narayan Chambers, B/h Patang Hotel, Ashram Road, Ahmedabad – 380009<br/> <b>Contact:</b> 079-41106500<br/> <b>Email:</b> pno@mas.co.in</p> <p>*Kindly note - The Company's working hours are from 10:00 am to 7:00 pm, except for Sundays, National/ State Holidays &amp; second Saturday of every month. Any grievance received will be taken up on the next working business day.</p> <p>If the customer is not satisfied with the response provided by the Company or closure of complaint by the Company, he/she may raise the complaint with the Reserve Bank of India (RBI) at following:</p> <p>To,<br/> Centralized Receipt and Processing Centre (CRPC)<br/> Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017<br/> Toll Free: 14448</p> <p>Or</p> <p>Can lodge a complaint on complaint lodging portal of the Ombudsman - <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>. or by e-mailing to : <a href="mailto:crpc@rbi.org.in">crpc@rbi.org.in</a></p> |
| <b>Website URLs</b>             | <a href="https://www.kreditbee.in/">https://www.kreditbee.in/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Google Playstore</b>         | <a href="https://play.google.com/store/apps/details?id=com.kreditbee.android">https://play.google.com/store/apps/details?id=com.kreditbee.android</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Apple Appstore</b>           | <a href="https://apps.apple.com/in/app/id1488736283">https://apps.apple.com/in/app/id1488736283</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Grievance Redressal Link</b> | <a href="https://www.kbnbfc.in/grievance-redressal">https://www.kbnbfc.in/grievance-redressal</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Privacy Policy</b>           | <a href="https://www.kreditbee.in/privacy-policy">https://www.kreditbee.in/privacy-policy</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |