



Application (app) Name:	KreditBee
LSP Name:	Finnovation Tech Solutions Private Limited
Details of Lender 1 and 2 (with address):	Lender 1: MAS Financial Services Limited Address: 6 Narayan Chambers GR FLR B/H Patang Hotel, Ashram Road, Ahmedabad, Gujarat- 380009 Lender 2: Krazybee Services Private Limited Address: 3rd Floor, No. 128/9, Maruthi Sapphire, HAL Airport Road, Murugesh Palya, Bangalore – 560017
Services Offered:	<ol style="list-style-type: none">1. Advertising and Marketing.2. Assistance in Development, Disbursement & Management of Loan Products.3. Customer Acquisition.4. Initial background checking, pre-assessment & fraud assessment.5. Assistance in Know Your Customer process.6. Assistance in Know Your Collection and Recoveries.7. Assistance in Customer Support.
Loan Product Details:	<ul style="list-style-type: none">• KreditBee offers online loans between ₹1,000 to ₹3,00,000.• Interest rates up to 29.95% each year.• Tenures range between 62 days to 24 months.• Average APR is 45%
Developer Details (with address):	Finnovation Tech Solutions Private Limited Address: Adarsh Crystal, 16/3, 2nd Floor, Cambridge Road, opposite The Frank Anthony, Cambridge Layout, Bengaluru, Karnataka 560008.
Grievance redressal officials: (of both the lenders and LSP):	<u>STEP-1:</u> Finnovation Tech Solution Private Limited (LSP) Grievance Redressal Officer: Ms. Asharani Address: 4 th Floor, Anjaneya Techno Park, No. 147 HAL Old Airport Road, ISRO Colony, Kodihalli, H.A.L II Stage, Bangalore North, Karnataka, India, 560008 Contact: 080-44292200 / 080-68534522 E-mail: help@kreditbee.in Nodal Officer: Mr. Abhishek Kumar Address: 4 th Floor, Anjaneya Techno Park, No. 147 HAL Old Airport Road, ISRO Colony, Kodihalli, H.A.L II Stage, Bangalore North, Karnataka, India, 560008 Contact: 080-44292233 / 080-68534501 E-mail: grievance@kreditbee.in

Lender 2: Krazybee Services Private Limited

Grievance Redressal Officer: Mr. Sauraw Kumar

Address: 3rd Floor, No. 128/9, Maruthi Sapphire, HAL Airport Road; Murgesh Palya, Bangalore, Karnataka -560017

Alternate Address: 10th Floor, Plot No E/3, Khata No 612, Infinia Tower, Chandrasekhapur, Bhubaneswar, Odisha-751024

Contact: 080-44292555 / 080-68534555

E-mail: reachus@kbnbfc.in

Principal Nodal Officer: Mrs. Chaitra Krishnappa

Address: 3rd Floor, No. 128/9, Maruthi Sapphire, HAL Airport Road Murgesh Palya, Bangalore, Karnataka -560017

Contact: 080-44292244 / 080-68534544

E-mail: grievance@kreditbee.in

Lender 1: MAS Financial Services Limited

Grievance Redressal Officer: Mr. Bharat Mori

Address: 4th Floor, Narayan Chambers, B/h Patang Hotel, Ashram Road, Ahmedabad – 380009

Contact: 079-41106500

E-Mail: crm.masfin@mas.co.in

If the customer's issue is not resolved even after contacting various complaint resolution channels, he/she can write to the Nodal Officer at

The Nodal Officer: Mr. Vikram Kadam

Address: 6th Floor, Narayan Chambers, B/h Patang Hotel, Ashram Road, Ahmedabad – 380009

Contact: 079-41106751

STEP-2:

If the complaint/dispute is not redressed within a period of one month of receipt of complaint/dispute to above mentioned GRO, the borrower may appeal to the below mentioned:

Designation: Officer-in Charge, DNBS-RBI

Regional Officer: Ahmedabad, Gujarat.

Address: Ashram Road, Ahmedabad-380014

Contact No: 079-27543057/5651

E-Mail: dnbsahmedabad@rbi.org.in

Or

Can lodge a complaint on complaint lodging portal of the Ombudsman - <https://cms.rbi.org.in>.

Privacy Policy (Link):	https://www.kreditbee.in/privacy-policy
Grievance Redressal (Link):	https://www.kreditbee.in/grievance-redressal
Data privacy and storage Policy (Link):	https://www.kreditbee.in/privacy-policy
Sachet Portal (Link):	https://sachet.rbi.org.in/home/index
Google Play Store (app link):	https://play.google.com/store/apps/details?id=com.kreditbee.android
Apple App store (app link):	https://apps.apple.com/in/app/id1488736283