


## Website disclosure of Lending Service Providers/ Digital Lending Partners:

Particulars	Details
<b>Name of the Lending Service Provider ("LSP")</b> An agent of a Regulated Entity who carries out one or more of lender's functions or part thereof in customer acquisition, underwriting support, pricing support, servicing, monitoring, recovery of specific loan or loan portfolio on behalf of REs in conformity with extant outsourcing guidelines issued by the Reserve Bank.	FINZO EV Solutions Pvt Ltd
<b>Name of the Digital Lending App ("DLA")</b> Mobile and web-based applications with user interface that facilitate digital lending services. DLAs will include apps of the Regulated Entities (REs) as well as those operated by LSPs engaged by REs for extending any credit facilitation services in conformity with extant outsourcing guidelines issued by the Reserve Bank.	Flash app
<b>Logo of the LSP &amp; DLA</b>	
<b>Details of activities for which the LSP is engaged</b>	<ol style="list-style-type: none"> <li>1. Advertising and Marketing.</li> <li>2. Assistance in Development, Documentation, Disbursement &amp; Management of Loan Products.</li> <li>3. Customer Acquisition.</li> <li>4. Initial background checking, pre-assessment &amp; fraud assessment.</li> <li>5. Field Inspection</li> <li>6. Assistance in Know Your Collection and Recoveries.</li> <li>7. Assistance in Customer Support.</li> <li>8. Repossession of Vehicle</li> </ol>
<b>Details of activities for which the DLA is engaged</b>	<ol style="list-style-type: none"> <li>1. Sourcing of the customer</li> <li>2. Documentation</li> <li>3. Initial background checking, pre-assessment &amp; fraud assessment.</li> <li>4. Field Inspection</li> <li>5. Collection</li> </ol>
<b>Contact Details of Nodal Grievance Redressal Officer of LSP &amp; DLA</b>	Name : Mr. Ashik Raj Address: Industrial Plot Bearing No 7-A1, 3rd cross road, Devasandra II phase industrial area, KR Puram Hobli, Bangalore - 560048 Contact: +91-8861012323 E-mail : <a href="mailto:ashik.raj@turno.club">ashik.raj@turno.club</a> Website: <a href="http://www.turno.club">www.turno.club</a>
<b>Contact Details of Nodal Grievance Redressal Officer of Lender</b>	<p><b>STEP-1</b></p> <p><b>Grievance Redressal Officer: Mr. Bharat Mori</b>  <b>Address:</b> 4th Floor, Narayan Chambers, B/h Patang Hotel, Ashram Road, Ahmedabad – 380009  <b>Contact:</b> 079-41106500  <b>E-Mail:</b> <a href="mailto:crm.masfin@mas.co.in">crm.masfin@mas.co.in</a></p> <p>If the customer's issue is not resolved even after contacting various complaint resolution channels, he/she can write to the Nodal Officer at</p> <p><b>The Nodal Officer: Mr. Vikram Kadam</b>  <b>Address:</b> 6th Floor, Narayan Chambers, B/h Patang Hotel, Ashram Road, Ahmedabad – 380009  <b>Contact:</b> 079-41106751</p>

	<p><b>STEP-2:</b></p> <p>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:</p> <p><b>Designation:</b> Officer-in Charge, DNBS-RBI  <b>Regional Officer:</b> Ahmedabad, Gujarat.  <b>Address:</b> Ashram Road, Ahmedabad-380014  <b>Contact No:</b> 079-27543057/5651  <b>E-Mail:</b> dnbsahmedabad@rbi.org.in</p> <p><b>Or</b></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></p>
<b>Details of Customer Support of LSP/ DLA</b>	Customer Helpline:+91-8861012323
<b>Link to section on website of LSP/ DLA for customers to lodge a complaint</b>	<a href="https://www.turno.club/grievance-redressal-policy">https://www.turno.club/grievance-redressal-policy</a>
<b>Website URLs, including App links in Google Playstore or Apple Appstore</b>	<a href="https://www.turno.club/">https://www.turno.club/</a>
<b>Link to Privacy Policy of LSP/ DLA</b>	<a href="https://www.turno.club/privacy-policy">https://www.turno.club/privacy-policy</a>
<b>Link to Customer Data Handling and Storage Policy of LSP/ DLA</b>	<a href="https://www.turno.club/privacy-policy">https://www.turno.club/privacy-policy</a>
<b>Details of loan products provided through MAS Financial Services Limited</b>	<p><b>Product:</b> Electric Vehicle Finance  <b>Loan Amount:</b> Upto ₹5,00,000 (Per Vehicle)  <b>Interest rates:</b> up to 28% per annum  <b>Tenures:</b> Upto 48months.  <b>APR:</b> Upto 45%</p>
<b>Sachet Portal (Link):</b>	<a href="https://sachet.rbi.org.in/home/index">https://sachet.rbi.org.in/home/index</a>
<b>Name of the Lender</b>	MAS Financial Services Limited