

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. Manager CRM

MAS Financial Services Limited

4th Floor, Narayan Chambers,

B/h Patang Hotel, Ashram Road,

Ahmedabad – 380009

Call: 079 – 41106500

Email: mfsl@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:

To,

The Nodal Officer,

MAS Financial Services Limited

6 Ground Floor, Narayan Chambers,

B/h Patang Hotel, Ashram Road,

Ahmedabad – 380009