

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 Grievance Redressal Officer. The Grievance Redressal Officer'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 **Grievance Redressal Officer** at:

To,

Ms. Preksha Bharucha

Grievance Redressal Officer

MAS Financial Services Limited

4th Floor, Narayan Chambers,

B/h Patang Hotel, Ashram Road,

Ahmedabad – 380009.

Call: 079 – 41106751

Email: mfsl@mas.co.in

- **Nodal Officer:**

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.

He / she can write to the Nodal Officer at:

To,

Mr. Bharat Mori

Principal Nodal Officer,

MAS Financial Services Limited,

6 Ground Floor, Narayan Chambers, B/h Patang Hotel,

Ashram Road, Ahmedabad – 380009.

Call: 079 – 41106500

Email: pno@mas.co.in

**Kindly note - The Company's 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.*

- **RBI Ombudsman:**

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:

To,
Centralized Receipt and Processing Centre (CRPC),
Reserve Bank of India, 4th Floor,
Sector 17, Chandigarh – 160017
Toll Free: 14448

Or

Can lodge a complaint on complaint lodging portal of the Ombudsman - <https://cms.rbi.org.in>. or by e-mailing to : crpc@rbi.org.in