



Previously Manappuram Home Finance Pvt. Ltd.

GRIEVANCE REDRESSAL

1. Customer can send a letter to Branch Manager or email or can visit the branch **personally** & register their complaint in **Compliant register** maintained at branch.

Name	Email ID	Contact No	TAT
			7 days

2. If your complaint is not resolved or you are not satisfied with the reply, you can send the complaint through letter to Corporate office address via letter/email or can submit the complaint to customer care department of the company

Corporate Office address	Email ID	Contact No	TAT
Manappuram Home Finance Ltd. Unit No. 202, 'B' Wing, Business Square, 151, Andheri-Kurla Road, Andheri (E) Mumbai 400 093, Maharashtra	customer.request@manappuramhomefin.com grievance@manappuramhomefin.com	022- 6621 1030	7 working days

3. If your complaint is not resolved or you are not satisfied with the reply, you can send the complaint through letter to **Nodal Officer**- Grievance via letter/email or can submit the complaint at Corporate Office address mentioned above

Name	Email ID	Contact No	TAT
Praveen Sarawgi	praveens@manappuramhomefin.com	022- 6621 1007	7 working days

4. If still your complaint remains unresolved or you are not satisfied with our reply, you may approach our CEO, Mr. Subhash Samant at ceo@manappuramhomefin.com. Your grievance will be resolved within 7 working days.
5. If your complaint is not resolved or you are not satisfied with our response within mentioned timeline you may approach to National Housing Bank online module for Complaint Redressal Cell -address is <https://grids.nhbonline.org.in/> or by offline mode by sending letter in prescribed format available at NHB website link https://test.nhb.org.in/citizencharter/Complaint_form.pdf and send it to the following address-

To Complaint Redressal Cell,
Department of Regulation and Supervision
National Housing Bank (NHB)
4th Floor, Core 5-A, India Habitat Centre,
Lodhi Road New Delhi -110003