

GRIEVANCE REDRESSAL MECHANISM

This Grievance Redressal Mechanism is laid down by the Board of Directors of the Company. While building grievance redressal mechanism, it was ensured that all disputes arising out of the decisions of the Company functionaries are heard and disposed of at least at the next higher level.

The Board of Directors shall periodically review of the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism, at various levels of management. A consolidated report of such reviews shall be submitted to the Board of Directors, at quarterly intervals.

Any customer having a grievance/ complaint/ feedback with respect to the product and/or services offered by **AEROFLEX FINANCE PRIVATE LIMITED** (hereinafter referred to as 'the Company') may write to the Company's Customer Service Department through any of the following channels:

Contact: +91 22 6610 7025

Email – info@aeroflexfinance.com

You may write a letter to the below address:

Aeroflex Finance Private Limited

121B, Mittal Tower, Nariman Point, Mumbai - 400021.

Maharashtra, India.

Website: www.aeroflexfinance.com

How a complaint should be made:

Customers are requested to provide necessary loan details i.e. Loan Account Number, Details of Feedback/ Suggestion/ Complaint and valid Contact Information including phone no. & e-mail ID while lodging complaint with the Company.

When to expect a reply

The Company shall endeavor to address/respond to all queries/grievances within reasonable time and keep the customer in informed about the status of their complaints. Each customer query/ complaint being unique in nature, may take up to 4 weeks for complete resolution after investigation.

Whom to approach for redressal

Customers are requested to first raise their concerns through any of channels mentioned above. In case of delayed or no response from the respective channel within the specified timelines, such complaint may be escalated to the Grievance Redressal Officer of the Company, whose details are as given below:

Name: Asad Daud

E-mail ID.: asad.daud@aeroflexfinance.com

Contact : +91 9920 963 992

Address: 121B, Mittal Tower, Nariman Point, Mumbai – 400021.

Escalation to the Reserve Bank of India

If the Customer does not receive any response from the Company within 4 weeks from receipt of complaint by Grievance Redressal Officer or is dissatisfied with the response received from Grievance Redressal Officer, he/ she may approach the Reserve Bank of India at the following address:

Department of Non-Banking Supervision,

Third Floor, Byculla Office Building,

Mumbai Regional Office,

Reserve Bank of India,

Opposite Mumbai Central Railway Station,

Byculla, Mumbai – 400 008

e-mail id: dnbsmro@rbi.org.in