

### **Redressal of Customer Grievances Flowchart:**

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| <b>Level-1</b> | <p><b><i>To reach our Customer Service Helpline:</i></b></p> <p>⇒ Call at 1800-102-102-1 (Monday to Friday (Except Public Holidays)   10:00 A.M to 5:00 P.M.)</p> <p>⇒ E-mail us: - <a href="mailto:care@capriglobal.in">care@capriglobal.in</a></p> <p>⇒ Send a written correspondence to the following address:<br/>Customer Service, Capri Global Capital Limited, 502, Tower A, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai 400013.</p> <p>⇒ Visit the nearest Capri branch (Monday to Friday (Except Public Holidays)   10:00 A.M to 5:00 P.M.)</p> |
| <b>Level-2</b> | <p>In case complaint is not resolved within the defined TAT or If the resolution provided by Level 1 does not meet your expectations. We kindly request you to contact our Principal Nodal Officer</p> <p>⇒ Call - 022-41799738</p> <p>⇒ Email - <a href="mailto:nodalofficer@capriglobal.in">nodalofficer@capriglobal.in</a><br/>(Monday to Friday (Except Public Holidays)   10:00 A.M to 5:00 P.M.)</p>   |
| <b>Level-3</b> | <p>If the complaint / dispute is not redressed within 30 days, you may approach to the office of Banking Ombudsman, Reserve Bank of India to lodge a complaint at Complaint Management System Portal: <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>.</p> <p><b>Or</b></p> <p>The Officer-In-Charge of the of RBI at Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160 017.</p>  |