

Redressal of Customer Grievances Flowchart:

Level-1	<p><i>To reach our Customer Service Helpline:</i></p> <ul style="list-style-type: none">⇒ Call at 1800-102-102-1 (Monday to Friday (Except Public Holidays) 10:00 A.M to 5:00 P.M.)⇒ E-mail us: - care@capriglobal.in⇒ Send a written correspondence to the following address: Customer Service, Capri Global Capital Limited, 502, Tower A, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai 400013.⇒ Visit the nearest Capri branch (Monday to Friday (Except Public Holidays) 10:00 A.M to 5:00 P.M.)
Level-2	<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> <ul style="list-style-type: none">⇒ Call - 022-41799738⇒ Email - nodalofficer@capriglobal.in <p>(Monday to Friday (Except Public Holidays) 10:00 A.M to 5:00 P.M.)</p>
Level-3	<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: https://cms.rbi.org.in.</p> <p>Or</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>