

## Capri Global Capital Limited

The Reserve Bank – Integrated Ombudsman Scheme, 2026

### Scheme covers customers of

**Regulated Entities of RBI including Banks and NBFCs**  
(Excluding: Infrastructure Debt Fund-NBFCs, Infrastructure Finance Companies, Core Investment Companies and NBFCs under liquidation)

### Grounds for filing a complaint by a customer

- Non-closure of request within promised timeframe (TAT).
- Deficiency in Promised action and services provided to the customers in writing.
- Breach of agreed terms and conditions of the loan contract
- Wrong commitment and non-disclosure of material terms as defined in the Fair Practices Code.
- Action and behaviour of the company employee and partner resulting in dissatisfaction / financial loss / and where customers have cited facts of incident.

### How can a customer file a complaint?

