

## **GRIEVANCE REDRESSAL MECHANISM**

In case of any grievances against Strategic Finvest Private Limited (the “**Company**”), or any person acting directly or indirectly on its behalf, you may reach out to our representatives below at any time between 10.00 am and 6.00 pm Monday to Friday, except public holidays.

### **1. Grievance Redressal Officer**

Customers are requested to address all their grievances at the first instance to the Grievance Redressal Officer. The contact details of the Grievance Redressal Officer are as provided below.

#### **Grievance Redressal Officer**

Address 3rd Floor, HustleHub H2201, 22nd Cross Rd, Parangi Palaya, Sector 2, HSR Layout, Bengaluru, Karnataka 560102

Contact No : 080-473-59655

Email ID: [gro@stfin.in](mailto:gro@stfin.in)

The Grievance Redressal Officer may be reached on the toll-free number provided above anytime between 10:00 am and 6:00 pm on weekdays except public holidays or through the e-mail address above. The Grievance Redressal Officer shall endeavor to resolve the grievance within a period of fifteen days from the date of receipt of a grievance.

### **2. Nodal Officer**

If the customer does not receive a response from the Grievance Redressal Officer within 15 days of making a representation, or if the customer is not satisfied with the response received from the Grievance Redressal Officer, the customer may reach the Nodal Officer on the toll-free number below anytime between 10:00am and 6:00 pm on weekdays except public holidays or write to the Nodal Officer at the e-mail address below. The contact details of our Nodal Officer are provided below.

#### **Nodal Officer**

Address : 3rd Floor, HustleHub H2201, 22nd Cross Rd, Parangi Palaya, Sector 2, HSR Layout, Bengaluru, Karnataka 560102

Contact No : 080-473-59655

Email ID: [jyotiprakash@stfin.in](mailto:jyotiprakash@stfin.in)

### **3. Complaints to Ombudsman**

In case the customer does not receive a response from the Grievance Redressal Officer or the Nodal Officer within one month from the date of making a representation to the Company, or if the customer is not satisfied with the response so received, a complaint may be made in accordance with the ‘The Reserve Bank – Integrated Ombudsman Scheme, 2021’ (“Ombudsman Scheme”) to the Ombudsman in whose jurisdiction the office of the Company complained against, is located. Complaints can be filed online with the Ombudsman’s complaint lodging portal at <https://cms.rbi.org.in>. For contact details of the Ombudsman and for salient features of the Ombudsman Scheme, please refer to Annexure - A of the Fair Practices Code adopted by the Company and available on our website at <https://stfin.in/>. A copy of the Ombudsman Scheme is available on the website of the Reserve Bank of India at [www.rbi.org.in](http://www.rbi.org.in) and also with our Nodal Officer