

Grievance Redressal Mechanism

The Grievance Redressal Mechanism of the Company is mentioned below, enabling the customers to approach the Company's officials from Level 1 to Level 3 for redressal of their complaints.

Level 1: The first point for immediate redressal of grievance

Email: Customers can write to the company at email Id customercare@supremefincorp.com for redressal of any grievance from their registered email ID.

Letter: Customers can write a letter to the company at – Supreme Fincorp Private Limited, 2nd Floor, Harsha Bhawan, 13/29, E-Block, Middle Circle, Connaught Place, New Delhi - 110001

Phone Call: Customer can call the Company on 011-41323147 (between 10 am – 5 pm from Monday to Friday-except public holidays) or

Branch Walk-in: Customers can visit the Company's branch office and submit a letter with complaint details to the branch manager or any other branch official. The customer is advised to take an acknowledgment of receipt of complaint with date from the branch personnel to whom he/she has handed over the complaint letter.

Level 2: Principal Nodal Officer

If the customer is not satisfied with the resolution provided by the Company at level 1, or if the customer does not hear from the Company within 15 working days of receipt of his/her complaint, the customer may write to the Principal Nodal Officer with loan account number and complete complaint details provided in the earlier interaction at the below mentioned contact details:

Name	Email	Phone
Ms. Taru Jain	pno@supremefincorp.com	+91-8447735102

Level 3: RBI NBFC Ombudsman

In case the customer is not satisfied with the resolution provided by the Company or if the customer does not hear from the company within 30 working days of receipt of his/her complaint, he/she may lodge their complaint on RBI CMS portal <https://cms.rbi.org.in> or write them on e-mail id - crpc@rbi.org.in or send complaint form (format available on the RBI website under Ombudsman scheme 2021).