Level I

- Call us on **022-68815555** or
- Email to **customercare@godrejcapital.com** (From Monday to Sunday, 9:00 AM to 6:00 PM)
- Visit the website- **www.godrejfinance.com**
- Write a letter addressed to: Customer service Team, Godrej Finance Limited, Godrej One, Pirojshanagar, Vikhroli East, Mumbai, 400079, Maharashtra, India

Satisfactory response

No

Level II
If you have not received a satisfactory response for your grievance within 7 working days, please reach out to our Grievance Redressal officer

- Name: Ashpreet Kaur
- Designation: Grievance Redressal Officer
- E-mail ID.: **grievance.redressal@godrejfinance.com**
- Telephone no: **+91 8045695305**
- Address: Godrej Finance Limited, Godrej One, Pirojshanagar, Vikhroli East, Mumbai, 400079, Maharashtra, India

Satisfactory response

Yes

Closed

No

Level III
If you have not received a satisfactory response for your grievance within 15 working days, please reach out to our Principal Nodal Officer

- Name: Sonal Kumar
- Designation: Principal Nodal Officer
  Email: **nodalofficer@godrejfinance.com**
- Contact No: **+91 8047168295**
- Address: Godrej Finance Limited, Godrej One, Pirojshanagar, Vikhroli East, Mumbai, 400079, Maharashtra, India

Satisfactory response

Yes

Closed

No

Or

Level IV *(Officer-in-Charge of the Regional Office of Department of Supervision of Reserve Bank of India (RBI))*
In case your grievance is not addressed within one month of registering with us or are dissatisfied with the response received

- The Officer–in–Charge Department of Non-Banking Supervision, The Reserve Bank of India, 3rd Floor, RBI Building, Opp. Mumbai Central Railway Station, Near Maratha Mandir, Byculla, Mumbai – 400 008
- Telephone No.: **02223084121**
- Fax No.: **0222302 2011**
- Email: **dnbsmro@rbi.org.in**

Level V *RBI Ombudsman (In case no response within 30 days of Complaint or If complaint is rejected wholly/partly and customer remains dissatisfied with response)*

- Complaint Redressal Cell of RBI Online mode for Complaint/Appeal: **https://cms.rbi.org.in**
- Contact details of Centralised Receipt and Processing Centre (CRPC)
- Email ID: **crpc@rbi.org.in**
- Address: Centralized Receipt and Processing Centre (CRPC), Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160 017

Toll Free No.–**14448**
(From Monday to Saturday except for National Holidays, 8:00 AM to 10:00 PM)

Complaints pertaining to Insurance – Corporate Agency

Grievance Redressal Cell of the Insurance Regulatory and Development Authority of India
General Manager

- Insurance Regulatory and Development Authority of India (IRDAI)
- Address: Policy holder's protection & Grievance Redressal Department – Grievance Redressal Cell. Sy. No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500 032.
- Email: **complaints@irdai.gov.in**
- Bima Bharosa system - IRDAI Portal at **https://bimabharosa.irdai.gov.in/**
- IRDAI Contact: Toll Free No. **155255 or 1800 4254 732.**