

AUTOTRAC FINANCE LIMITED (NBFC)

Registration Certificate. No. – N-14.03433

GRIEVANCE RESOLUTION PROCEDURE

Dear Customer

We are private Non-Banking Financial Company incorporated as per Laws of India and registered under **Section 45-IA of the Reserve Bank of India Act, 1934**. Providing best services and securing interest of our customers are primary to us. We assure our customers to resolve their issues on priority basis. For any un-resolved query and complaints regarding our services and employees, please follow the customer grievance matrix herein below:

	NAME AND DETAILS OF COMPANY OFFICIALS IN CHARGE TO RESOLVE CUSTOMER GRIEVANCE	TIMELINE FOR RESOLUTION
Step-1	<ul style="list-style-type: none">• Head of Operations Contact Person: Mr. Shiv Soni ,• Contact No : 0124-4141284• Timing : Monday to Friday : 10:00 am to 6:00 pm• Email at customercare@atfl.co.in	Within fifteen (15) days from date of receipt of the complaint
Step-2	Nodal officer and Principal Officer Contact Person : Mr. Mohit Mittal Contact number: 0120-4135935 Email id: contact@atfl.co.in	Within fifteen (15) days from date of escalation
Step-3	Officer-in-Charge of the Regional Office of Department of Non-Banking Services of RBI at address given below: Department of Non-Banking Supervision, Reserve Bank of India, 6, Sansad Marg, New Delhi - 110 001	-

Please Note: The time period for submission of complaints shall be during office hours .i.e. **Mon to Fri /10 AM to 5PM.**

2 Address of Head office and branch office of Company
--

Head Office:

Autotrac Finance Limited
C-133A, Sector 2 Noida- 201301
Uttar Pradesh

Branch Office

Autotrac Finance Limited
18th Floor, Tower B, DG- B-19, 03 & 04
EMMAR DIGITAL GREENS
Sector 61, Golf Course Extension
Road, Gurgaon – 122011, Haryana