Escalation Matrix

Procedure for lodging a complaint with Indostar Capital Finance limited

LEVEL

1

1. Call us on 02250799503 / 08044070071
Mon-Fri, 9:30 AM to 6:00 PM
(Closed on Public Holidays)

Call centre team will assist you

2. Email us at contact@indostarcapital.com

Your query will be addressed via email

3. Use our Mobile IndoMitra App or Chatbot

4. Visti our Branch in person

You will be assisted by our Branch executive at the Branch

5. Write to us

Navigate to the Contact Us section and then to the segment
"Send us a Message"

Ticket will be raised and communicated to complainant once registered in our CRM

Complaint is reviewed by Customer Service Team

Customer's complaint is resolved and responded via Email

Satisfied with Solution

Yes

Customer satisfied with Solution

No

Raise an escalation mail the complaint

2

Escalation to Nodal Officer (South / West / North / East) Contact details of Nodal Officers (zone wise) are available at the website of IndoStar at https://www.indostarcapital.com/contact-us/

3

Escalation to Grievance Redressal Officer / Principal Nodal Officer Email at PNO@indostarcapital.com

4

*Complaint is not redressed/resolved/responded to the satisfaction of the customer within a period of 30 days , file a complaint RBI Ombudsman through following modes:

Ombudsman's Complaint lodging Portal

https://cms.rbi.org.in/

C/o Reserve Bank of India, Fort Glacis, No. 16, Rajaji Salai, Chennai 600 001
STD Code : 044 Contact No : 25395964
Fax No : 25395488 or Email : crpc@rbi.org.in