

Heritage Finlease Limited Grievance Redressal Mechanism

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| Name | Bhudhar Kumar Karuturi |
| Designation | Grievance Redressal Officer / Principal Officer – Grievances |
| Contact Number | Mob: +91 7396888344 Tel: +91-40-23301095 (Calls will be taken between 10.00 am to 5.00 pm on all working day(s) and at the time of making such calls; client needs to provide details such as Client ID, Loan Number etc.) |
| Email ID: | customersupport@heritagefinlease.com |
| Letter Desk: | Heritage Finlease Limited, Plot No 83, 2 nd Floor, Dwaraka Summit, Kavuri Hills, Hyderabad - 500033, Telangana, India. |
| Website | www.heritagefinlease.in |

All the grievances shall be attended within 7 - 15 days from the date of receipt of the complaint.

In case complaint / dispute is not redressed within a period of one month or if the borrower /customer is not satisfied with the decision of the Grievance Redressal Officer, the borrower /Customer may appeal to the Officer-in-Charge of the Regional Office of DNBS of Reserve Bank of India at the below address:

| Designation | Officer in Charge |
|--------------------------|--|
| Contact Address | Department of Non-Banking Supervision (DNBS), Secretariat Road, Saifabad, Hyderabad 500004 |
| Contact Number: | Tel: 040-23241270 Fax: 040-23232648 |
| Email ID: | dnbshyderabad@rbi.org.in |
| Website of RBI Ombudsman | cms.rbi.org.in |