

INS FINANCE AND INVESTMENT PRIVATE LIMITED

CIN: U74899DL2005PTC142836

Registered Office: Office No. G-19, MANGLAM PARADISE MALL, 502, SECTOR - 3, Rohini Sector 5, North West Delhi, India, 110085

Email: mailtorajatgoel@gmail.com

GRIEVANCE REDRESSAL POLICY

The company commits and assures to provide the best possible recourse to resolve the grievance. Below are the steps which the customer needs to take for resolving his/her grievances:

Step 1

Any customer who wishes to register his feedback, query or complaint may send us their complaints to the Company's Registered Office with subject line "**Complaint & Grievance Register**". The company shall respond to the complaint within 15 working days, from the date of receipt/lodgment of complaint. The company on receipt of the complaint shall examine the same and accordingly communicate in writing/email/phone, its response on the same to the customer or else suitable justification shall be provided in case the resolution of the complaint requires more than the time stipulated above.

Step 2

If the customer is still not satisfied with the response received, or if the customer doesn't receive any response within 15 working days, then the

P.T.



INS FINANCE AND INVESTMENT PRIVATE LIMITED

CIN: U74899DL2005PTC142836

Registered Office: Office No. G-19, MANGLAM PARADISE MALL, 502, SECTOR - 3, Rohini Sector 5, North West Delhi, India, 110085

Email: mailtorajatgoel@gmail.com

customer can write to the Grievance Redressal Officer of the company as mentioned below:

Name: Raj Kumar

INS Finance and Investment Private Limited

Address: Office No. G-19, Manglam Paradise Mall, 502, Sector-3,
Rohini, Delhi – 110085

After examining the matter, customer grievance/complaint shall be resolved within 15 working days

Step 3

If customer complaint still remains unresolved and is not redressed within a period of 30 working days, the customer may approach to the regulatory authority of Non-Banking Financial Companies, i.e. Reserve Bank of India for redressal of customer complaints at below address:

Raj



INS FINANCE AND INVESTMENT PRIVATE LIMITED

CIN: U74899DL2005PTC142836

Registered Office: Office No. G-19, MANGLAM PARADISE MALL, 502, SECTOR - 3, Rohini Sector 5, North West Delhi, India, 110085

Email: mailtorajatgoel@gmail.com

The Chief General Manager, Customer Education and Protection
Department of the Bank,
Reserve Bank of India,
6, Sansad Marg New Delhi - 110001
Contact number 011-23325247

For and on Behalf of,

For INS FINANCE AND INVESTMENT PVT LTD


Rajat Goel

Director

DIN: 02282379

