

MAITREYA CAPITAL AND BUSINESS SERVICES PVT. LTD.

CUSTOMER GRIEVANCE REDRESSAL POLICY

Procedure

Maitreya Capital And Business Services Pvt. Ltd. believes in building trust through transparency. With spirit to serve our customers better. Our dedicated customer service team can be reached on 022-24072293 or the customers can visit <https://maitreyacapital.in/contactus>.

The team shall maintain record of all the complaints received and provide a quarterly report to the Grievance Redressal Committee relating to information mentioned as follows. The record shall contain following information:

Sr. No	Particulars
1	Name of the person/entity raising a complaint
2	Date on which complaint is raised
3	Detailed information of issue/complaint raised
4	Mode of complaint
5	Person who has attended the complaint
6	Resolution provided towards the complaint
7	Frequency of follow up with the complainant
8	Remark by the team against the complaint done
9	Whether entry is done in complaint register

To register a complaint following process should be followed:

First Level: We are committed to resolving your queries/issues within 7 working days. If you do not hear from us within this time or you are not satisfied with our resolution of your query, the Customer may write to us at contact@maitreyacapital.in

Second Level: If the customer is not satisfied with the resolution provided at level 1, then within 14 working days from the date of original complaint, the customer may post his/her complaint to the Senior Manager of customer experience at sandeep_br@maitreyacapital.in

Third Level: If the customer is not satisfied with the resolution provided at level 2, then within 21 working days from the date of original complaint, the customer may post his/her complaint to the Nodal Officer at ganesh@maitreyacapital.in

Alternatively, the customer may write to the Nodal Officer at:

Ganesh Kaulaskar
Maitreya Capital And Business Services Pvt. Ltd.
B5-219, Shram Jeevan Bldg, Near Wadala RTO
Wadala East, Mumbai 400037

Fourth Level: In case of non redressal of the complaint to the customer's satisfaction at level 3, within 28 working days from the date of original complaint, the customer has right to approach the Regulatory authority at the address given below:

The Reserve Bank of India,
Department of Non-Banking Supervision,
3rd Floor, RBI, Opp. Mumbai Central Railway Station,
Byculla, Mumbai: 400008
Email id: dnbsmro@rbi.org.in