

QRG Investments and Holdings Limited

Grievance Redressal Officer Details:

- I. First Level Grievance Redressal – Nodal Officer
Name: **Shri Raunak Khandelwal**
Email: raunak.khandelwal@qrgihl.com.

(Most of the queries which involve product functioning, loan disbursements in time, general complaints and queries could be raised therein and the same will be resolved by the Nodal Officer of the Company. A turnaround time of 7 days to get the queries/complaints answered is given at this level.)

- II. Second Level Grievance Redressal – Grievance Redressal Officer

In case of any complaints/grievance not resolved at level one to the satisfaction of the applicant, the applicant may contact the Grievance Redressal Officer:

Name : **Shri Surjit Kumar Gupta**
E-mail : investment@qrgihl.com

Address : QRG Towers, 2D, Sector-126, Expressway, Noida 201304

If the Customer is not satisfied or if the Complainant is not redressed within a period of one month, the customer may appeal to the RBI Ombudsman under RBI Integrated Ombudsman Scheme. The Complainant may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> or reach them on the dedicated e-mail id - crpc@rbi.org.in Or send your complaint form (format available on the website under Ombudsman scheme 2021) to send their complaint in email/physical form to Centralized Receipt and Processing Centre (CRPC) has been set up at RBI, Chandigarh for receiving complaints through physical mode (letter/post).