

Customer Complaints Escalation Matrix

Level 1

Customer Care

For any questions or concerns that require our intervention, you can contact our Customer Support team.

 Phone **044-66-123456**

 Email **helpdesk@tvscredit.com**

 **24/7** for IVR Assisted.

09:00 AM - 07:00 PM (Except Holidays)
for Agent Assisted.

Level 2

Grievance Redressal Officer

For unaddressed escalations over 7 days with Customer Care, customers can reach out to the Grievance Redressal Officer (GRO).

Mr. Charandeep Singh Chawla

 Mobile **7305963580**

 Email **gro@tvscredit.com**

 Mon-Fri **09:30 AM - 06:00 PM** (Except Holidays)

Level 3

Principal Nodal Officer

For unaddressed escalations over 15 days with GRO, customers can contact the Principal Nodal Officer (PNO).

Mr. Balakalatharan K

 Mobile **7845639629**

 Email **pno@tvscredit.com**

 Mon-Fri **09:30 AM - 06:00 PM** (Except Holidays)

Level 4

RBI

For unaddressed escalations over 30 days or unsatisfied resolution with Principal Nodal Officer (PNO), customers can contact the RBI.

 Reserve Bank of India, Fort Glacis, Rajaji Salai,
Chennai 600001 Tamil Nadu

 Phone **044 2539 3406**