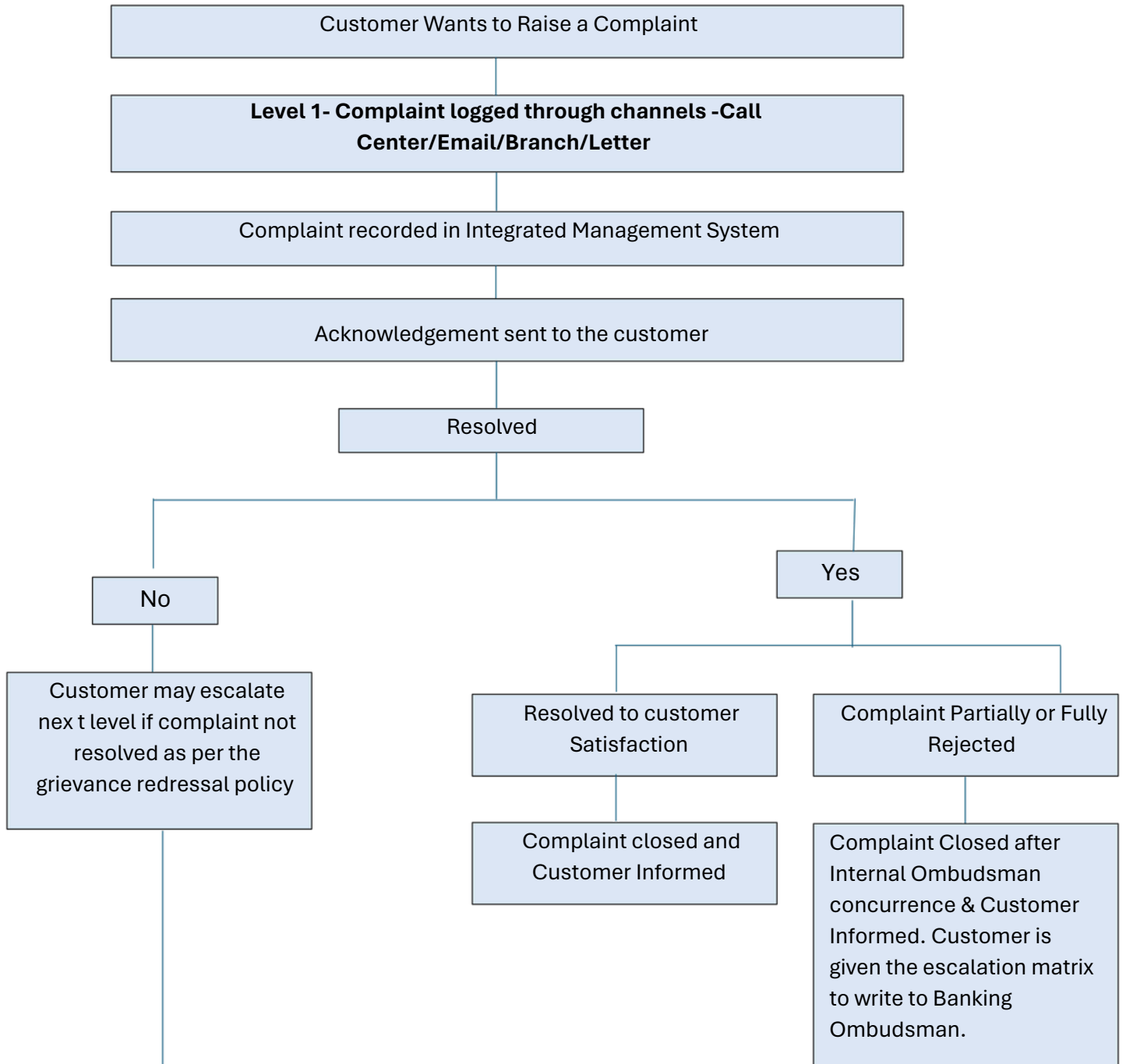
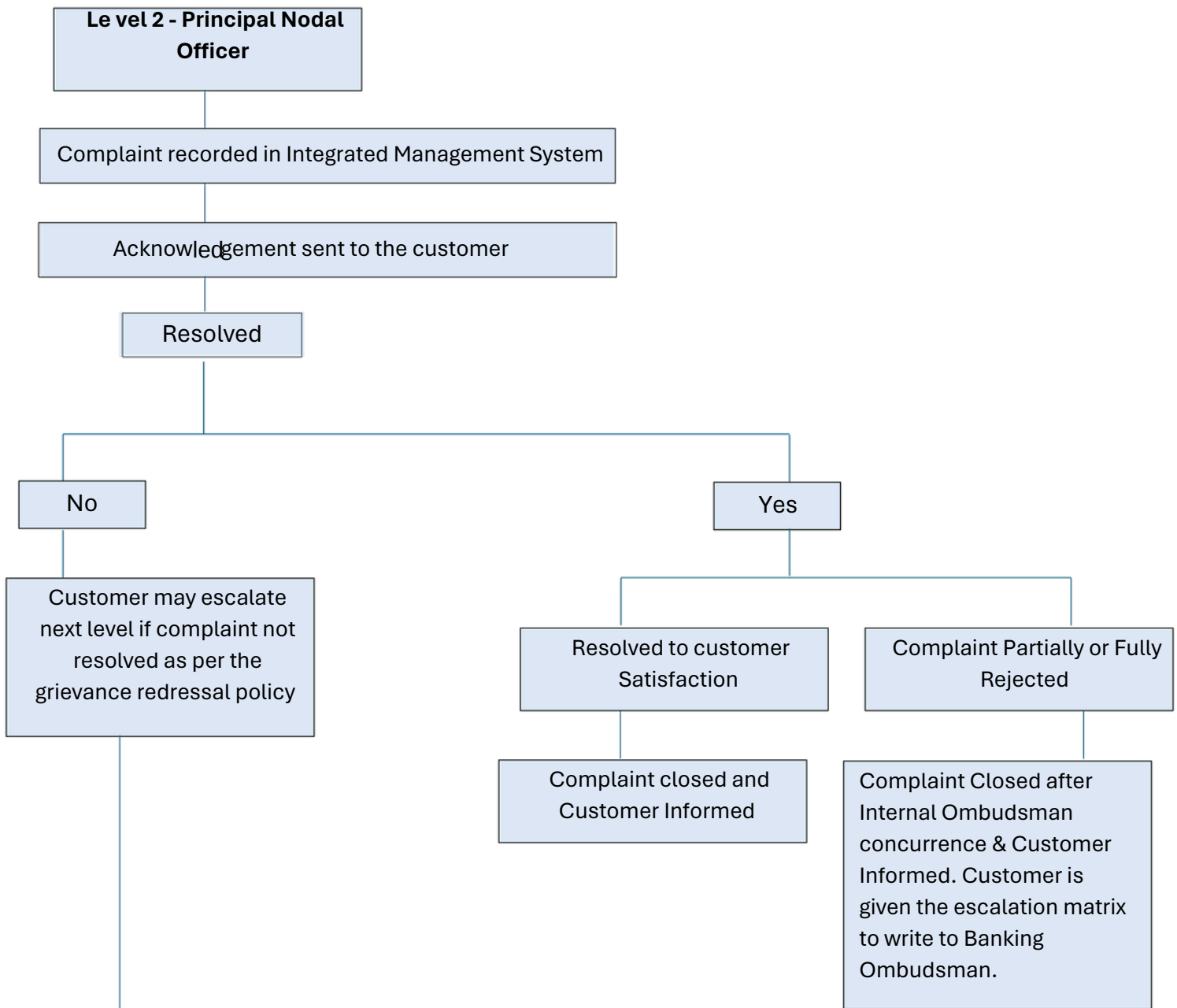
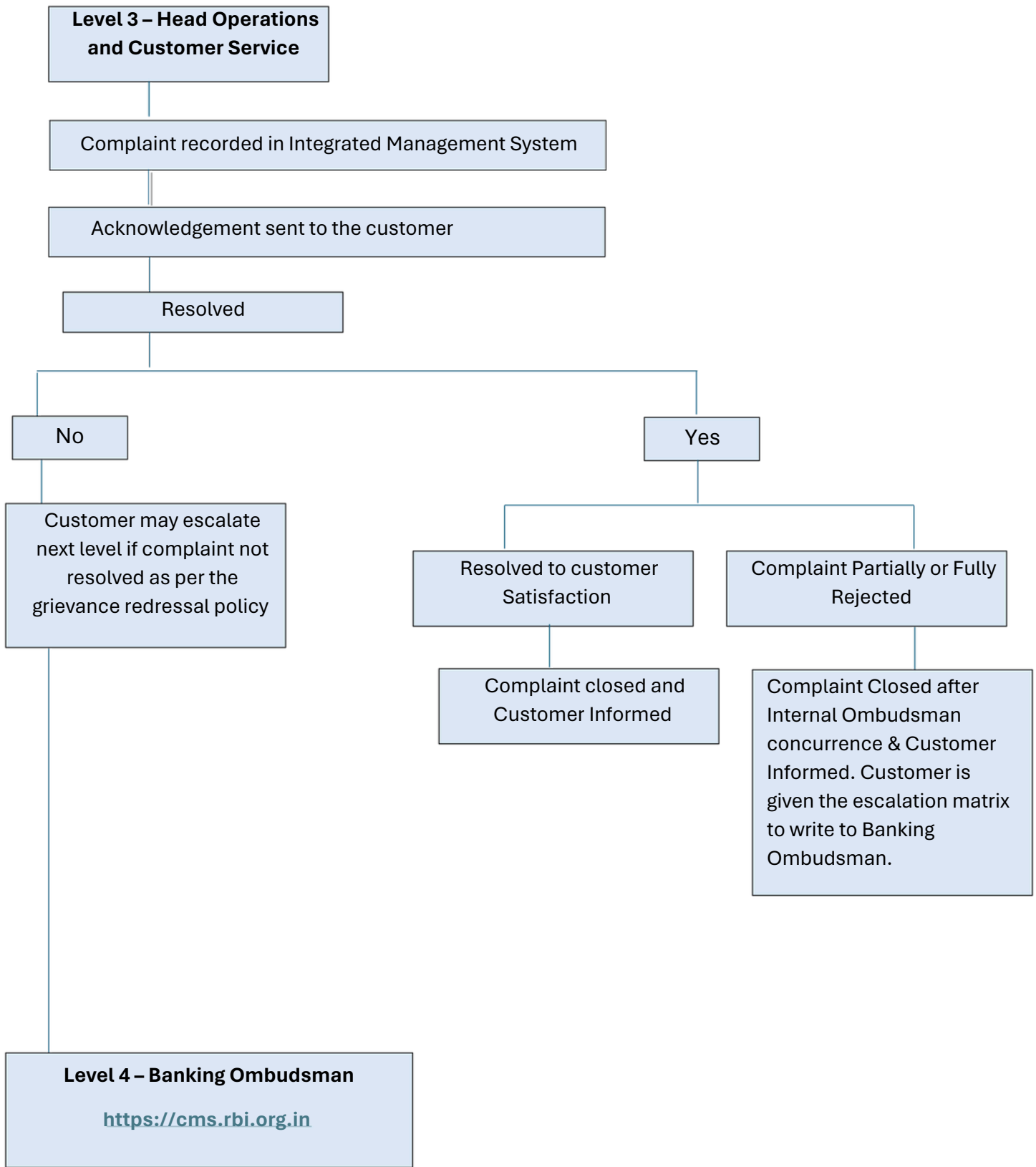


Customer Grievance Redressal Flowchart







Modes of Raising Complaint

Level 1

- Walk in at Branch -Visit us @ <https://authum.com/customization.php#branch-locator>
- Call Centre: Please call us on 1800-26-88486 between 10:00 am - 6:30 pm (Except 2nd and 3rd Saturday, Sundays & public holidays)
- Electronic mail: Email us at: customercare@authum.com

Level 2

You can approach our 'Principal Nodal Officer' through any of our access channels mentioned below.

- Name: Mr. Prakash Shirke
- E-mail: nodalofficer@authum.com
- Address: Principal Nodal Officer,
Authum Investment & Infrastructure Limited (AIIIL). Unit No. 304, Sunrise Business Park, Plot No. B-68, Road No.16, Kisan Nagar, Wagle Estate, Thane 400604

Level 3

You can approach our 'Head - Operations & Customer Service' through any of our access channels mentioned below.

- Name – Mr. Savneet Chopra
- Email ID: - escalations@authum.com
- Address: Head – Operations & Customer Service
Authum Investment & Infrastructure Limited, Unit No. 304, Sunrise Business Park, Plot No. B-68, Road No.16, Kisan Nagar, Wagle Estate, Thane 400 604

Level 4

Customer may approach RBI Ombudsman If customer is not satisfied with our reply/resolution, or if the concern/dispute is not redressed within a period of one month.

- Address: Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India, Central Vista, Sector 17, Chandigarh 160017
- Customer may approach RBI Ombudsman by filing complete details of the complaint at "Complaint Management System Portal" for online filing of complaints, address of which is as under: <https://cms.rbi.org.in>