

[Type here]



## Goodwin Financial Holdings Private Limited

### Grievance Redressal Mechanism

- a) The Company has setup a system for receiving, registering and disposing of complaints and grievances of customers.
- b) Mrs. Kamalini Srinivas Kanneganti shall be the Grievance Redressal Officer.
- c) The customer has to send all the relevant details and the nature of complaint to the Grievance Redressal Officer.
- d) On receipt of the Compliant, after due verification and enquiry on the Veracity of the case, the grievance redressal officer shall arrive at a decision based on the facts of the case. Such decision shall be communicated by the grievance redressal officer to the complainant.
- e) In case complaint / dispute is not redressed within a period of one month or if the borrower/customer is not satisfied with the decision of the Grievance Redressal Officer, he can approach the Ombudsman.

The contact details of Grievance Redressal Officer/Principal Nodal Officer is as follows:

<b>Designation</b>	<b>Grievance Redressal Office / Principal Nodal Officer – Grievances</b>
Contact	Name: Mrs. Kamalini Srinivas Kanneganti Designation: Managing Director
Telephone	040- 35171621
Email ID:	kamalini@goodwinfinance.com
Letter Desk:	# 8-2-293/82/A/153, Road No.10, Jubilee Hills, Hyderabad, Telangana-500033

The contact details of Reserve Bank of India office are as follows:

<b>Designation</b>	<b>Officer in Charge</b>
Contact Address	Department of Non-Banking Supervision (DNBS), Secretariat Road, Saifabad, Hyderabad 500004
Contact Number:	<b>Tel:</b> 040-23241270 <b>Fax:</b> 040-23232648
Email ID:	dnbshyderabad@rbi.org.in
Website of RBI Ombudsman	cms.rbi.org.in