

TATA SECURITIES LIMITED – TATA CAPITAL MONEYFY

CUSTOMER GRIEVANCE REDRESSAL POLICY

APPLICABILITY-

This document applies to any grievance/complaints relating to any services offered with respect to below services on the Moneyfy platform of Tata Securities Limited (“TSL”):

- 1) mutual fund distribution and
- 2) digital lending

Level 1: Customer Service Team

Email: moneyfycare@tatacapital.com

Contact number: [1860 266 1996](tel:18602661996)

Level 2: Grievance Redressal

If the customer is not satisfied with the resolution provided on their complaints, they may escalate their complaint to:

- Email: grievance.moneyfy@tatacapital.com
- Write a letter to the address: Tata Securities Limited, 11th Floor, Tower A, Peninsula Business Park, Lower Parel, Mumbai 400013
- Call: +91 22-6606 9083
- Name of the Nodal Grievance Redressal Officer: Vishal Pandit

FORMAT OF GRIEVANCE-

To enable efficient and faster redressal, the person raising a grievance is requested to provide all the necessary details which may include the following:

Mutual fund related

- PAN and Mobile Number registered with Tata Capital Moneyfy
- Name of the fund and transaction details – order date, order type (SIP/Onetime)
- Details of the grievance/complaint

Loans related

- Phone no. & Email ID registered with Tata Capital Moneyfy at the time of availing the services
- Loan Type and name of the entity to whom the application for the loan was made
- Details of Loan for which grievance / complaint is raised
- Details of the grievance / complaint

GRIEVANCE REDRESSAL MECHANISM OF LENDING PARTNERS

Please refer to the below mentioned links for any grievances/ complaint against the Lending Partner/relating to any products, services, or offerings of the Lending Partner for which you can approach the Lending Partners directly.

Lending Partner	Grievance Redressal Link
Tata Capital Limited	<u>Click Here</u>
Tata Capital Housing Finance Limited	<u>Click Here</u>
Fibe (Social Worth Technologies Private Limited)	<u>Click Here</u>
Kreditbee (Finovation tech Solution Private Ltd)	<u>Click Here</u>
CASHe (Bhanix Finance and Investment Limited)	<u>Click Here</u>
IIFL Finance Limited	<u>Click Here</u>
Moneyview (Whizdm Innovations Private Limited)	<u>Click Here</u>
mPokket (mPokket Financial Services Pvt. Ltd.)	<u>Click Here</u>
Loantap (Loantap Financial Technologies Private Limited)	<u>Click Here</u>
Neogrowth Credit Pvt. Ltd	<u>Click Here</u>
Upscale by Credable (Equentia SCF Technologies Private Limited)	<u>Click Here</u>
HomeFirst Finance Co India Ltd	<u>Click Here</u>
Flexiloans	<u>Click Here</u>