

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 digital lending on the Moneyfy platform of Tata Securities Limited (“TSL”)

HOW TO LODGE A GRIEVANCE?

- Call: +91 22-6606 9083
- 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
- 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:

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

GRIEVANCE REDRESSAL MECHANISM OF THE LENDER-

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 | Click Here |
| Tata Capital Housing Finance Limited | Click Here |
| Fibe (Social Worth Technologies Private Limited) | Click Here |
| Kreditbee (Finovation tech Solution Private Ltd) | Click Here |
| CASHe (Bhanix Finance and Investment Limited) | Click Here |
| IIFL Finance Limited | Click Here |
| Moneyview (Whizdm Innovations Private Limited) | Click Here |
| mPokket (mPokket Financial Services Pvt. Ltd.) | Click Here |
| Loantap (Loantap Financial Technologies Private Limited) | Click Here |
| Neogrowth Credit Pvt. Ltd | Click Here |
| Upscale by Credable (Equentia SCF Technologies Private Limited) | Click Here |
| Chqbook (Nineroot Technologies Private Ltd) | Click Here |
| Homeville (Homeville Consulting Private Limited) | Click Here |
| HomeFirst Finance Co India Ltd | Click Here |
| One Muthoot (SBU of Muthoot Fincorp Ltd.) | Click Here |
| Rupeek Fintech Private Ltd | Click Here |