



## Clix Capital (formerly GE Money) – Legacy Consumer Businesses Grievance Redressal & Escalation

### Call Us

Call Clix Capital Customer care @ 39022000 (prefix your city STD code) or call toll- free number 18001801275 and our executives will be happy to assist you.

Our customer care service is available between 8:00am and 5:00pm from Monday to Saturday.

### Email us

At [clix.customercare@clix.capital](mailto:clix.customercare@clix.capital)

(Please mention your GE Money loan account number and contact number in the subject line).

We will respond to you within 5 working days of receiving your letter or email.

**Escalation 1:** In case you are not satisfied with the response from our Customer Care/Helpline, you can contact write at [head.services@clix.capital](mailto:head.services@clix.capital). (Please mention the reference number provided to you by the customer care team and your contact number in the subject line).

**Escalation 2:** If you are still not satisfied, you can write at [sanjay.raipal@clix.capital](mailto:sanjay.raipal@clix.capital). (Please mention the reference number provided to you by the customer care team and your contact number in the subject line).

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the Company falls. The details of Officer-in-Charge, DNBS, and RBI are given below:

### General Manager

Department of Non-Banking Supervision

Reserve Bank of India

6, Parliament Street

New Delhi - 110001

Ph. 011-23714456

Email: [dnbsnewdelhi@rbi.org.in](mailto:dnbsnewdelhi@rbi.org.in)