



Grievance Redressal & Escalation

Auto Lease

Call Us

Call us at Clix Capital Customer care @ 0124-3302033 and our executives will be happy to assist you.

Note: Our customer care service is available between 10:00am and 6:00pm from Monday to Friday.

Write To Us

Manager- Customer Services, Clix Capital (Auto Lease), 901B 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India

Email us

At helpdesk.lease@clix.capital

(Please mention your Auto Lease 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:

Mr. Mukesh Mahajan, Asst. Vice President – Operations, 901B 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India.

Email: mukesh.mahajan@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 headservices.corploans@clix.capital. (Please mention the reference number provided to you by the customer care team and your contact number in the subject line).

Alternatively, you can also write to the following address:

Mr. Sanjay Rajpal, Grievance Redressal/ Nodal Officer, Vice President - Operations, 901B 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India.

Email: sanjay.rajpal@clix.capital

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, 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