



Grievance Redressal & Escalation

Legacy Consumer Businesses of Clix Capital Services Private Limited (formerly known as GE Money Financial Services Pvt. Ltd)

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

(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. (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.rajpai@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