



## Grievance Redressal & Escalation

### SME Lending

#### Call Us

Call 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 (SME) , 901B 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India

#### Email us

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

(Please mention your Loan/ Lease 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. Tarun Darda, Asst. Vice President - Operations , 901B 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India.

Email: [tarun.darda@clix.capital](mailto:tarun.darda@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](mailto: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](mailto: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](mailto:dnbsnewdelhi@rbi.org.in)