



Grievance Redressal & Escalation

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

Email us

At 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. Gaurav Arora, Asst. Vice President - Operations, 901B 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India.

Email: gaurav.arora@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