

Grievance Redressal Mechanism

Vastu Finserve India Private Limited believes in providing the best in case services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Vastu Finserve India Private Limited has facilities available at each of its branches for the customers to lodge and/or submit their complaints or grievances in complaint register during the below working hours.

Monday to Friday 11:00 AM to 5:00 PM

Please follow the below steps to register any complaints or grievance you might have with our services.

Level 1

You can call us on 1800 26 77770 or write us on customercare@vastufinserve.com between 10:00 AM to 6:00 PM, Monday to Friday (expect national holidays).

Visit our Branch	Monday to Friday Timing: 11.00 AM to 5.00 PM
Call us on	1800 26 77770
Write us at	customercare@vastufinserve.com

You will receive an acknowledgement/response within 7 working days from the Customer service team who has received your communication.

Level 2

If you are not satisfied with the resolution you receive, we request you to contact the Grievance Redressal Officer – Mr. Sujay Patil / Mr. Rohith Balakrishnan

Email us at	grievanceofficer@vastufinserve.com
Write to us at the below mentioned address:	Vastu Finserve India Private Limited Unit 203 & 204, 2 nd floor, A wing Navbharat Estates, Barrister Nath Pai Marg, Azad Nagar, Sewri, Mumbai, Maharashtra 400015

You will receive an acknowledgement/response within 7-10 Working days from the receipt of your complaint/query.

Level 3

If the complaint / dispute is not redressed within a period of one month, the customer may appeal to regulatory authority of the Reserve Bank of India, at the address given below:

Officer in Charge
Reserve Bank of India,
DNBS, Mumbai Regional Office,
RBI Building, 3rd Floor,
Opp. Mumbai Central Railway Station,
Mumbai-400008.

VASTU FINSERVE INDIA PRIVATE LIMITED

Regd. Office: Unit No. 203 & 204, 2nd Floor, A Wing, Navbharat Estate, Zakaria Bunder Road, Sewri West, Mumbai - 400015, India.

● **Toll Free No.:** 18002677770 **Email:** customercare@vastufinserve.com ● **Web:** www.vastufinserve.com

● **CIN:** U65990MH2018PTC314935