

How to lodge complaints at Aye Finance

We believe that customer satisfaction is the cornerstone of our growth and always strive to exceed your expectations. On those rare occasions, when we fail to meet your expectations, we will ensure that your concern is handled promptly, transparently and efficiently.

How to complain?

We have multiple channels for customers for lodging their complaints.

Level 1

- Telephone: 0124-4802300 from 9.00 am to 6.00 pm on all working days (Mon to Fri)
- Digital: Email at customer.care@ayefin.com or via the official website(<https://www.ayefin.com/contact>) or via the Mobile App.
- Postal: Customer Service Department, Plot No. 52, 2nd Floor, Sector 44, Gurugram, Haryana - 122003.

Your concern should be resolved within 10 working days

What if your concern is not resolved?

We have a three-tier escalation process for dealing with your complaints. If your complaint is not resolved within 10 days of contacting the channels above, you can escalate your concern as follows

Level 2:

Contact us at customer.complaint@ayefin.com

Resolution time: Within 7 working days

If your concern is still unresolved, you can escalate to:

Level 3: Principal Nodal Officer

Contact Mr. Mithilesh Shukla at nodalofficer@ayefin.com or send a letter to:

Mr. Mithilesh Shukla,
Unitech Commercial Tower 2, 7 th Floor,
Arya Samaj Road, Block B, Greenwood City,
Sector 45, Gurugram, Haryana - 122003.
Contact Number: 0124-4802300

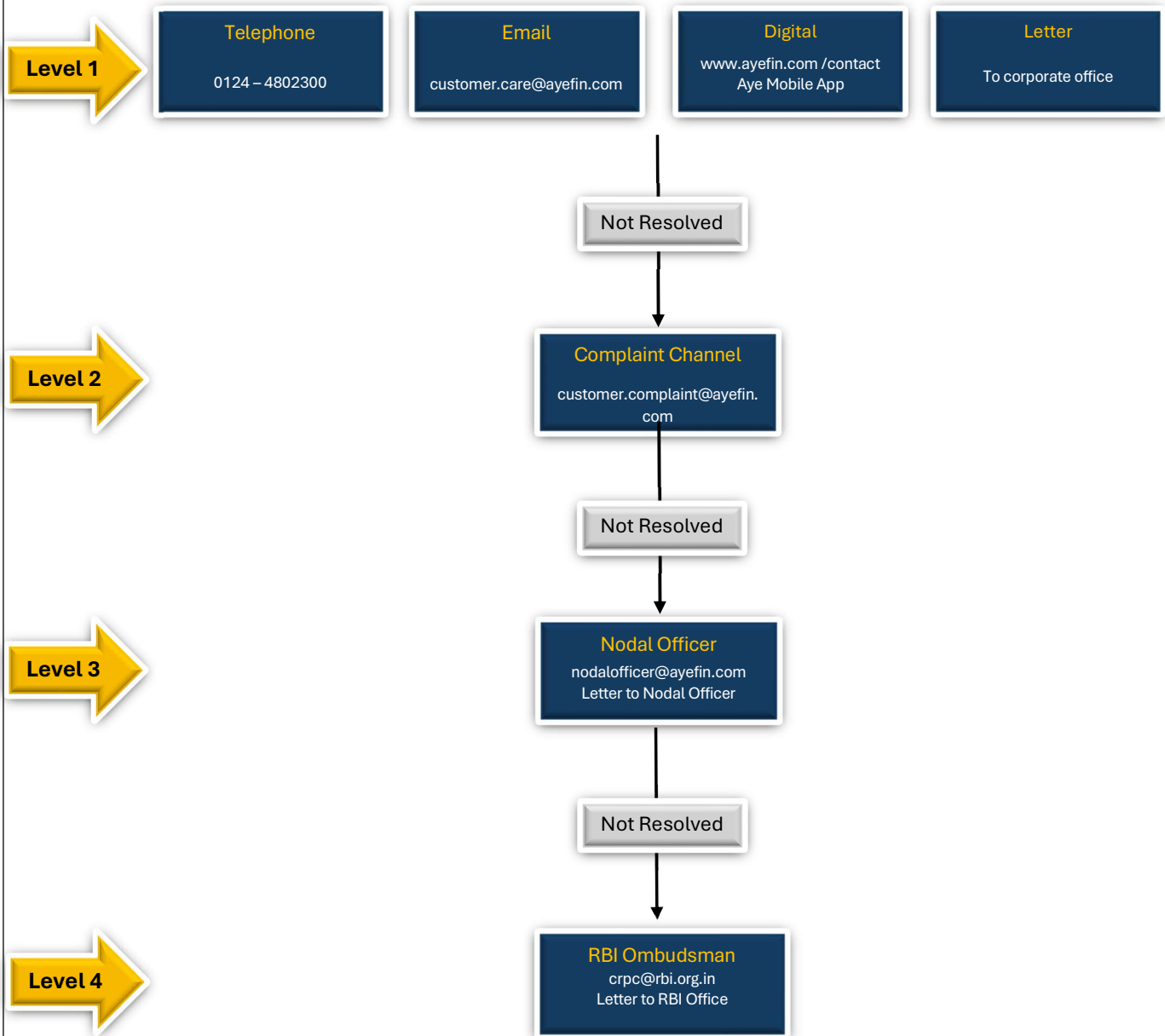
Resolution TAT: Within 3 working days

Level 4: RBI Integrated Ombudsmen

If we fail to resolve your complaint within 30 days or if you are not satisfied with the resolution provided by us, you can file a complaint with RBI Ombudsman

- Online: <https://cms.rbi.org.in>
- Toll Free No. 14448 (9:30 am to 5:15 pm)
- E-mail: crpc@rbi.org.in
- Address: Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017

Grievance Redressal Matrix



*For Insurance related complaints, please refer to the Grievance Redressal Policy on our website (www.ayefin.com) under the 'Policies' section.