

GRIEVANCE REDRESSAL MECHANISM

(Updated upto January 1, 2016)

At FIHFC, we follow a 3 level grievance redressal process to ensure that complaints are treated in an efficient, transparent and fair manner. The Borrower may contact FIHFC through any of the following channels.

- **Level 1**

- By telephonic communication with the Contact Centre on our Toll Free number 18001021003. Timings : 9.30 a.m. to 6.30 p.m. (Monday to Friday)*; 9.30 a.m. to 3.00 p.m. (Saturday)*; * Excluding Public Holidays
- By Email : grihashakti@fullertonindia.com
- By way of written letters addressed to Corporate Office at Supreme Business Park Floors 5 & 6, B Wing, Supreme IT Park, Supreme City, Powai, Mumbai - 400 076 OR Registered Office at Megh Towers Third Floor, Old No. 307, New No. 165, Poonamallee High Road, Maduravoyal, Chennai-60095.
- By way of physically visiting the Customer Service Officer at the Service Branch and making a requisition with the said branch during visiting hours.
Branch Timings : 9.30 a.m. to 6.30 p.m. (Monday to Saturday)*
Payment timings : 9.30 a.m. to 6.00 p.m. (Monday to Friday)*; 9.30 a.m. to 4.00 p.m. (Saturday)*; * Excluding Public Holidays

- **Level 2**

- If the resolution received does not meet customers' expectations, he may write to Complaints Management Cell @ GCRC@fullertonindia.com and / or Corporate office or Registered office address as given above.

- **Level 3**

- If customer is still dissatisfied with the resolution received, he may write to Grievance Redressal Officer, Lakshmi Dixit at GRO@fullertonindia.com and / or Corporate office or Registered office address as given above
- In case the customer is still dissatisfied with the response received or where no response is received, he may as per the NHB regulation approach the Complaint Redressal Cell of National Housing Bank by lodging his complaint online on the link <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at link <http://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB-Physical-Mode.pdf>, to Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi - 110 003