

FDPL FINANCE PRIVATE LIMITED
Customer Grievance Redressal Mechanism

We generally respond within **24–48 hours** of a complaint being raised.

CUSTOMER RAISES A COMPLAINT / GRIEVANCE



COMPLAINT SUBMISSION CHANNELS

Email help@fdplfinance.com	Call +91-9076057809	App Help & Support Section
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LEVEL 01

Complaint Raised for the First Time

- Receives and resolves complaints within 7 working days
- Communicates resolution to Customer

Channel: help@fdplfinance.com

Resolved?

YES

Complaint Closed & Customer Notified

NO – no response received within stipulated time
Customer may escalate to Level 02



LEVEL 02

Escalation to Grievance Redressal Officer

- Reviews unresolved complaints
- Resolves complaints within 7 working days
- Valid only if the Level 01 channel was used and there was no response.

Channel: escalation@fdplfinance.com

Resolved?

YES

Complaint Closed & Customer Notified

NO – still unsatisfied
Customer may escalate to Level 03



LEVEL 03

Escalation to Nodal Officer

- Valid only if Level 01 and Level 02 were used and the customer remains unsatisfied.
- Ensures overall resolution within 30 days

Channel: grievance@fdplfinance.com

Resolved?

YES

Complaint Closed & Customer Notified

NO – unresolved after 30 days
Customer may escalate to Level 04



LEVEL 04 – Escalation to the Reserve Bank of India

If not redressed within 30 days, or the customer is unsatisfied with the response, they may approach the RBI for grievance redressal.

To report & track unauthorised financial activities
sachet.rbi.org.in/home/index

For complaints related to our services
cms.rbi.org.in