

Escalation Matrix for Grievance Redressal

Level-1	Registration of Complaint	Name: Shaik Shaheen Begum Address: 11th Floor, Tower-3, Equinox by Phoenix, Surve No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad - 500 032 Email Id: Contact@ikffinance.com Contact Number: 1800 309 3090
Level-2	First Level of Escalation	Name: Akhil Reddy Rajannagari Address: 11th Floor, Tower-3, Equinox by Phoenix, Surve No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad - 500 032 Email: Compliance@ikffinance.com
Level-3	Chief Grievance Redressal Officer	Name: K S S Prasanna Krishna Address: 11th Floor, Tower-3, Equinox by Phoenix, Surve No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad - 500 032 Email Id: Nodalofficer@ikffinapp.com Contact Number: 040-69268899

Customers can escalate their complaints directly to the RBI Ombudsman either through its grievance portal link (<https://cms.rbi.org.in/cms/indexpage.html#eng>) or to the below mentioned regional addresses of RBI if they do not receive a satisfactory response within 30 days of filing their complaint with the NBFC.

S. No.	Centre	Address of the Office of RBI Ombudsman	Area of Operation
1	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Telephone No: 25395964 Fax No: 25395488 Email: nbfcchennai@rbi.org.in	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry
2	Mumbai	C/o Reserve Bank of India RBI Byculla Office Building Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008 STD Code: 022 Telephone No: 23028140 Fax No: 23022024 Email: nbfc Mumbai@rbi.org.in	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu
3	New Delhi	C/o Reserve Bank of India Sansad Marg, New Delhi -110001 STD Code: 011 Telephone No: 23724856 Fax No: 23725218-19 Email: nbfcnewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir
4	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Telephone No : 22304982 Fax No : 22305899 Email : nbfcokolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand