

Indiabulls Asset Reconstruction Company Limited

Grievance Redressal Mechanism

IBARC Grievance Redressal Mechanism articulates our objective to minimize instances that give rise to customer complaints and create a review mechanism to ensure consistently superior service behaviour. We ensure prompt redressal of all complaints and use it for effecting necessary changes to improve the services further.

For better and prompt redressal, please address your complaint in the below mentioned format:

Name of the Complainant	
Loan account number	
Trust	
Contact details:	

In case of any complaints/grievances contact through the following channels:

LEVEL – 1	The borrower may also lodge complaints / grievances through any of the following channels: Email to: bureauupdatation@dhani.com Address: One International Centre, Tower 1, 4 th floor, Senapati Bapat Marg, Elphinstone road, Mumbai- 400013
LEVEL – 2	If the complaint / grievance is not redressed within a period of Thirty days, or / and the complainant is not satisfied with the reply, complainant may approach at the following email address: Mr. Rana Roy , Compliance Officer email to : rana.roy@dhani.com
LEVEL – 3	In case the complainant is dissatisfied with the response received, they can also approach at the following email address: Mr. Amit Gandhi , Chief Executive Officer Email to : amitajithgandhi@dhani.com