

CUSTOMER GRIEVANCE REDRESSAL

STEP 1 — Initial Query / Complaint

Visit Branch; Submit Query in Register

Mon-Sat 9:30 am-6:00 pm | (excluding public holidays)

Complaint Registered & Acknowledged —No Response within 15 Working Days

STEP 2—Grievance Redressal Officer (GRO)

Mr. Shashi Saini | Tel: +91-90018-24289 |

E-mail id-: operation@patronfin.in

Complaint / dispute is not redressed or remains unresolved **within a period of 7 days** by the Grievance Redressal Officer

STEP 4 — Compliance Officer

Mail at compliance@patronfin.in

For the complainants who are not satisfied with the response or do not receive a response from Compliance Officer within 8 days of receiving the complaint. **If more time is required, the Company will inform the customer expected timeline.** The Reserve Bank of India has introduced a web based mechanism “Complaint Management System (CMS)”, for lodging Complaints / Grievances by Citizens of India which may include the customers as well. This is known as Public Grievance portal (<https://cms.rbi.org.in>). Customers may make use of the said Portal to communicate their grievances to the Company.