

Customer Grievance registration and resolution process

In case of grievance/feedback, customers can register the same through the following modes for getting suitable resolution.

1. Contact the Regional Manager of Sakthi Finance Ltd., of the respective location where the customer is currently serviced, to resolve the grievance/feedback at first level.

If the complaint is not addressed within a fortnight, customers can escalate the complaint through the dedicated toll-free numbers given below during office hours on all working days.

Hire Purchase loan related complaints	1800 1030 120 or 88709 33099
Investment product related complaints	

2. Customers can choose to complain / communicate feedback to Nodal Officer through dedicated e-mail id of the company at customercomplaints@sakthifinance.com

Alternatively, please write to the Nodal Officer and post to Registered Office address below:

Sakthi Finance Limited
CIN: L65910TZ1955PLC000145
Regd Office: 62, Dr. Nanjappa Road
Coimbatore – 641 018.Tamil Nadu
Tel No: (0422) 4236200 | **Fax :** (0422) 2231915
Website: www.sakthifinance.com

3. **Grievance Redressal Officers:**

<p><u>Hire Purchase loan related complaints:</u> Mr. Vivek Chandrasekaran Deputy General Manager (OPEX) Sakthi Finance Limited 62 Dr. Nanjappa Road Coimbatore – 641 018 Phone: (0422) – 4236266 +91 93448 43462 Email id: vivek@sakthifinance.com</p>	<p><u>Investment product related complaints:</u> Mr.Jom Joseph Associate Vice President Sakthi Finance Limited 62 Dr. Nanjappa Road Coimbatore – 641 018 Phone: (0422) – 4236248 +91 82204 44372 Email id: jomjoseph@sakthifinance.com</p>
---	---

During office hours on all working days.

4. **Contact details of the Nodal Officer during office hours on all working days.**

Dr. K. Natesan, President
Nodal Officer
Sakthi Finance Limited, 62, Dr. Nanjappa Road, Coimbatore -641 018
Phone: (0422) - 2231471 | +91 88700 03996
Email id: nodalofficer@sakthifinance.com

5. **Contact details of RBI Appellate Authority during office hours on all working days.**

General Manager
Department of Non-Banking Supervision
Reserve Bank of India
Regional Office
Fort Glacis, 16, Rajaji Salai
Chennai – 600 001
Phone: (044) - 25395964
Email id: dnbschennai@rbi.org.in
Website: <https://cms.rbi.org.in>