



Grievance Redressal Mechanism

How to log in a complaint/where can a complaint be made

Any customer having a grievance/complaint/feedback with respect to the product and services offered by InCred Financial Services Limited (hereinafter referred to as 'the Company') may write to the Company's Customer Service Department through any of the following channels:

Call at 18001022192

Email- care@incred.com

You may write a letter at the address- Unit No. 1203, 12th floor, B Wing, The Capital, Plot No. C - 70, G Block, Bandra - Kurla Complex Mumbai-400051 Maharashtra

Website- www.incred.com

Whom to approach for redressal

Customers are requested to first raise their concerns through any of the channels mentioned above. And if the same is not resolved within 5 days or if the customer is not satisfied with the solution provided by the customer care service, then the customer may follow below escalations for resolving their grievances,

Name: Ms. Rosy Dsouza

Contact: 022-42117799

Email Id: care@incred.com

In case the complaint is not resolved within a period of five days or if the customer is not satisfied with the solution provided by Ms. Rosy Dsouza then the customer may approach the Grievance Redressal Officer. The name and contact details of the Grievance Redressal Officer is as follows:

Grievance Redressal Officer Name: Mr. Vaidyanathan Ramamoorthy

E-mail ID: incred.grievance@incred.com

ETelephone no.: 022-42117799

Address: Incred Financial Services Limited, 1203, 12th Floor, B Wing, The Capital, Bandra Kurla Complex, Mumbai - 400 051

<https://www.incred.com/grievance.html>

Details of InCred Personal Loan

Details of InCred Personal loans can be found at <https://personal-loans.incred.com/personal-loan>

RBI Sachet

If the customer is not satisfied with the resolution provided by the Company/Internal Ombudsman (as applicable) or if the customer does not hear from the Company in 30 days, then he/she may lodge their complaint on RBI Sachet portal <https://sachet.rbi.org.in/>