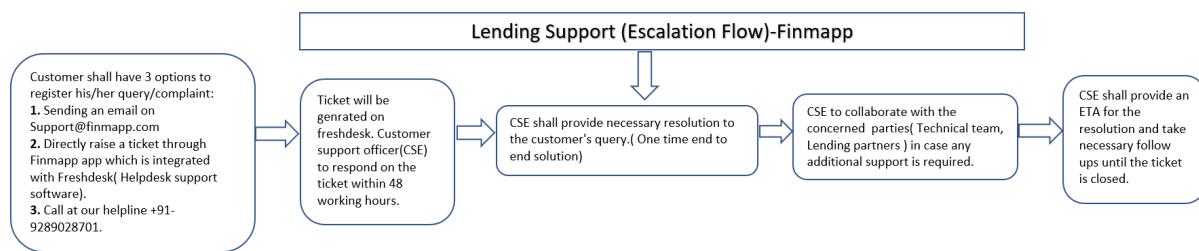


Grievance Redressal Procedure: FINMAPP



Grievance Redressal Escalation Matrix: FINMAPP

Level 1: To redress their grievances, applicants/borrowers may write into support@finmapp.com or call on customer care no. +91-9289028701 or directly raise through Finmapp application.

The customer will receive an acknowledgment/response immediately with the ticket number.

Level 2: If you are not satisfied with the resolution provided to you, we request you to contact Head – Customer Service at vaishali@finmapp.com.

You will receive a response within 4 business days.

Level 3: If you are not satisfied with the resolution provided to you, we request you to contact the Head of business at jainendra@finmapp.com.

You will receive a response within 3 business days.

Level 4: In case you do not receive a response from us within a period of one month or are dissatisfied with the response received after following all the above steps, you can approach the regulatory authority of Housing Finance Companies- the National Housing Bank- at the address given below:

The Officer-in Charge,
National Housing Bank
Complaint Redressal Cell
Department of Supervision
National Housing Bank,
4 th Floor, Core-5A, India Habitat Centre,
Lodhi Road, New Delhi 110 003.
Website: www.nhb.org.in

Please feel free to reach our Co-founder Mr. Pramod Kumar Pandey at the below mentioned details in case you are not satisfied with the response received post your escalation to level 3.

Mr. Pramod Kumar Pandey

Co-Founder-Finifinity Technologies private ltd. (Finmapp).

Address: 206 ,2nd floor ,Tower B ,Millenium Plaza , Sector 27 , Gurgaon , Haryana - 122009

Contact detail: 9893571021