

# TATA SECURITIES LIMITED – TATA CAPITAL MONEYFY

## CUSTOMER GRIEVANCE REDRESSAL POLICY

### APPLICABILITY-

This document applies to any grievance/complaints relating to any services offered with respect to digital lending on the Moneyfy platform of Tata Securities Limited (“TSL”)

### HOW TO LODGE A GRIEVANCE?

- Call: +91 22-6606 9083
- Email: [grievance.moneyfy@tatacapital.com](mailto:grievance.moneyfy@tatacapital.com)
- Write a letter to the address: Tata Securities Limited, 11th Floor, Tower A, Peninsula Business Park, Lower Parel, Mumbai 400013
- Name of the Nodal Grievance Redressal Officer: Vishal Pandit

### FORMAT OF GRIEVANCE-

To enable efficient and faster redressal, the person raising a grievance is requested to provide all the necessary details which may include the following:

- Loan Type, name of the entity to whom the application for loan was made
- Details of Loan for which grievance / complaint is raised
- Details of the grievance / complaint
- Phone no. & Email ID registered with Tata Securities Limited at the time of availing the services

### GRIEVANCE REDRESSAL MECHANISM OF THE LENDER-

Please refer to the below mentioned links for any grievances/ complaint against the Lending Partner/relating to any products, services, or offerings of the Lending Partner for which you can approach the Lending Partners directly.

Lending Partner	Grievance Redressal Link
Tata Capital Limited	<a href="#">Click Here</a>
Tata Capital Housing Finance Limited	<a href="#">Click Here</a>
Fibe (Social Worth Technologies Private Limited)	<a href="#">Click Here</a>
Kreditbee (Finovation tech Solution Private Ltd)	<a href="#">Click Here</a>
CASHe (Bhanix Finance and Investment Limited)	<a href="#">Click Here</a>
IIFL Finance Limited	<a href="#">Click Here</a>
Moneyview (Whizdm Innovations Private Limited)	<a href="#">Click Here</a>
mPokket (mPokket Financial Services Pvt. Ltd.)	<a href="#">Click Here</a>
Loantap (Loantap Financial Technologies Private Limited)	<a href="#">Click Here</a>
Neogrowth Credit Pvt. Ltd	<a href="#">Click Here</a>
Upscale by Credable (Equentia SCF Technologies Private Limited)	<a href="#">Click Here</a>
Chqbook (Nineroot Technologies Private Ltd)	<a href="#">Click Here</a>
Homeville (Homeville Consulting Private Limited)	<a href="#">Click Here</a>
HomeFirst Finance Co India Ltd	<a href="#">Click Here</a>
One Muthoot (SBU of Muthoot Fincorp Ltd.)	<a href="#">Click Here</a>
Rupeek Fintech Private Ltd	<a href="#">Click Here</a>