

**GRIEVANCE REDRESSAL MECHANISM UNDER OMBUDSMAN SCHEME FOX CAPITAL PRIVATE LIMITED- RAJASTHAN**

AT FOX CAPITAL PRIVATE LIMITED, we believe in providing the best of services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Step 1

Please visit the nearest FOX CAPITAL PRIVATE LIMITED Branch and submit your complaints/grievance. Kindly get your complaint lodged in the "Complaint & Grievance” Register maintained at the branch (During the working hours i.e., from 10:00 A.M to 6:00 P.M.) We will respond to your complaint within 7 days.

Step 2

If the Customer is not satisfied with the provided solution, then the same complaint shall be escalated to the Nodal Officer/Grievance Redressal Officer of the concerned Region / Principal Nodal Officer.

The detail of the officers (along with the address, e-mail id and contact nos.) are given below:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S.**  **No.** | **Name** | **Designation** | **Address** | **E-mail** | **Contact** |
| 1. | Mr. Rakesh Sharma | Nodal Officer/ Grievance Redressal Officer | Plot no - 122, 1st floor, Dhuleshwar Gdn, C Scheme, Hathroi, Jaipur, Rajasthan 302021 | helpline@foxcapital.in | 85028-22222 |

Step 3

If the resolution of complaint is delayed beyond 1 month of receipt, or the Customer is not satisfied with the reasons of delay conveyed to him/ her, then He/ She may file a complaint with NBFC Ombudsman either through the complaint lodging portal of the Ombudsman at [https://cms.rbi.org.in](https://cms.rbi.org.in/) or at following address:

The NBFC Ombudsman C/o Reserve Bank of India Sansad Marg, New Delhi - 110001

Telephone No. 011-23724856

Fax No.: 011-23725218-19

Email: [cms.nbfconewdelhi@rbi.org.in](mailto:cms.nbfconewdelhi@rbi.org.in)