

Procedure for Lodging a Complaint

Grievance Redressal Flowchart — Angel Fincap Private Limited (AFPL)

You can lodge a complaint using any of the following channels:

Level 1 | Customer Support & Grievance Redressal Officer

Channel	Authorised Personnel	Contact
Email	Customer Support Team	support@angelonecredit.in
Phone	Customer Support Team	8097106978
Email	Grievance Redressal Officer Ms. Vedika Mundhra	grievance@angelonecredit.in

▼ If your complaint is not resolved within **10 working days**, or you are not satisfied with the resolution, please escalate to the next level.

Level 2 | Nodal Officer

You can contact our **Nodal Officer** to escalate your grievance:

Ms. Payal Shah — Nodal Officer

Email: compliance@angelonecredit.in

Angel Fincap Private Limited, 601, 6th Floor, Ackruti Star, Central Road, MIDC, Andheri East, Mumbai – 400093

▼ If your complaint is not resolved within **10 working days**, or you are not satisfied with the resolution, please escalate to the next level.

Level 3 | Designated Director

You can contact our **Designated Director** to further escalate your grievance:

Mr. Saurabh Agarwal — Designated Director

Email: saurabh.agarwal@angelone.in

Angel Fincap Private Limited, 601, 6th Floor, Ackruti Star, Central Road, MIDC, Andheri East, Mumbai – 400093

▼ If your grievance is not resolved within **30 days** from the date of your original complaint, you may escalate to the RBI Integrated Ombudsman.

RBI Integrated Ombudsman — Final Escalation

If your grievance is not resolved to your satisfaction within **30 days** of lodging the original complaint, you may approach the **Office of the RBI Integrated Ombudsman**.

Portal: <https://cms.rbi.org.in/cms/indexpage.html#eng>

Address: Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160 017

Toll-Free: 14448