ARKA FINCAP LIMITED

Customer Grievances/Escalation Matrix:

In our pursuit to provide you with the best of our Services and dealings for your loan account related transactions, we are happy to share the three-level approach for resolution of your Query, Request & Complaint.

STEP 1:

You can reach us to register any Query, Request or Complaint through any of the channels as per your convenience and comfort as mentioned below:

Toll Free: You can call us on : 1800-210-1123 (09:00 AM to 7:00 PM, Monday to Saturday, excluding national holidays.)

Letters and Email: You can email to us on customercare@arkafincap.com or write to us at the Registered Office at 2504, 2505, 2506, 25th Floor, One Lodha Place, Lodha World Towers, Senapati Bapat Marg, Lower Parel, Mumbai – 400013 or at any of our branches.

Visit Us: You can visit us at our Registered Office or any branches. Click on https://www.arkafincap.com/branch-locator to locate your nearest Arka Fincap Branch.

Website: You may login into the customer portal https://www.arkafincap.com & access information on your loan account and register a service request.

STEP 2:

If the resolution provided in Step 1 does not meet your expectations, or in case you did not get response within the defined timelines, you may escalate the issue to our Grievance Redressal Officer (GRO). The details of the Grievance Redressal Officer:

Note: Please quote your QRC ticket Number, along with your loan Account number while you escalate the issue to GRO:

Mr. Sujir L. Nayak
Grievance Redressal Officer and Principal Nodal Officer
Telephone: 022 40471000
Email: grievanceredressal@arkafincap.com/ pno@arkafincap.com
Address: 2504, 2505, 2506, 25th Floor, One Lodha Place, Lodha World Towers, Senapati Bapat Marg, Lower Parel, Mumbai – 400013

STEP 3:

If your issue is not resolved or you have not received a response within 30 days after the complaint has been received by the Company, you may approach the Banking Ombudsman appointed by the Reserve Bank of India. under the Reserve Bank – Integrated Ombudsman Scheme, 2021, details of which are given below:

Website: https://cms.rbi.org.in.

Complaints can also be filed in physical mode/email to:

Centralized Receipt and Processing Centre (CRPC)
4th Floor, Reserve Bank of India,
Central Vista, Sector-17
Chandigarh 160017
Email ID: crpc@rbi.org.in
Toll Free No: 14448

The Reserve Bank – Integrated Ombudsman Scheme, 2021 and the salient features is available on the website of the Company at https://www.arkafincap.com/policy-and-codes