

Level 1: The first point for immediate redressal of grievance

- **Email:** Customers can write to the NBFC at email Id: info@ecomarkfinlet.com for redressal of any grievance from their registered email ID.
- **Letter:** Customers can write a letter to the NBFC at - ECOMARK GENERAL FINANCE AND LEASING LTD, ROOM NO:52, SECOND FLOOR, THERATTIL J ANTONY MEMORIAL BUILDING, THRISSUR, KERALA, 680001
- **Phone Call:** Customer can call the NBFC customer care numbers 7034888111 between 09 AM to 5 PM, Monday to Saturday, except public holidays.
- **Branch Walk-in:** Customers can visit NBFC branches and submit a letter with complaint details to the branch manager or any other branch official. The customer is advised to take an acknowledgment of receipt with date from the branch personnel to whom he/she is handing over the complaint letter.
- **Complaints Register at Branch:** Customer may record his/ her complaint or concern in the branch complaint register.

Level 2: Nodal Officers

If the customer is not satisfied with the resolution received through the above channels, or if the customer does not hear from the NBFC within 10 working days of receipt of his/her complaint at the NBFC, the customer may write to the NBFC Nodal Officer of their Zone with loan account number and complete complaint details provided in the earlier interaction.

Zone	Name	Email
South	Akhil JOSEPH 9288011361	ktm@ecomarkfinlet.com
North	Anuraj K 9048486077	tcr@ecomarkfinlet.com

Level 3: Principal Nodal Officer

If the customer is not satisfied with the resolution received or if the customer does not hear from the NBFC in 10 working days of receipt of his/her complaint made at level 2, the customer can write to Grievance Redressal Officer/Principal Nodal Officer – name & Mail id & Phone Number : with loan account number and complete complaint details provided in earlier interaction.

NODAL OFFICER- K V Sushi

EMAIL ID -grievance@ecomarkfinlet.com

CONTACT NO. -8593011234

Level 4: RBI NBFC Ombudsman

Incase if the customer is not satisfied with the resolution received or if the customer does not hear from the NBFC in 30 working days of receipt of his/her complaint at the NBFC, he/she may lodge their complaint on RBI CMS portal <https://cms.rbi.org.in> or write them on e-mail id - crpc@rbi.org.in or send complaint form (format available on the website under Ombudsman scheme 2021) to the below mentioned address:

Address:

Centralised Receipt and Processing Centre,
Reserve Bank of India, 4th Floor,
Sector 17, Chandigarh – 160017

Toll Free No:14448