



# **Rupeek Fintech Private Limited Grievance Redressal Mechanism**

## **I. Business Correspondent**

Rupeek Fintech Private Limited acts as a business correspondent on behalf of various lenders. In order to raise grievances, you can go through the grievance redressal mechanism mentioned below:

### ICICI Bank

Link: <https://www.icicibank.com/complaints/complaints.page>

### Federal Bank

Link: <https://www.federalbank.co.in/grievance-redressal>

### Karur Vysya Bank

Link: <https://www.kvb.co.in/customer-service/customer-support/>

Phone Number - 04324-269400

### South Indian Bank

Link: <https://www.southindianbank.com/content/grievance-registration/287>

### Credit Saison India

Link: <https://www.creditsaison.in/grievance-redressal-policy>

### Rupeek Capital Private Limited

Link: <https://assets.rupeek.com/rcpl-website/rcpl-greivance-redressal.pdf>

**In case of unsatisfactory response to any of your grievances, you may escalate to RBI through the below link:**

**RBI Ombudsman - <https://cms.rbi.org.in/rbi/VividFlow/run/rbi#RbiNewLayout>**

## **II. Consumer Protection (E-Commerce) Rules, 2020**

In accordance with the Consumer Protection (E-Commerce) Rules, 2020, the name and contact details of the Customer Care Service and Grievance Officer of Rupeek Fintech Private Limited are provided below:

### **Customer Care Service**

Phone: 080 68186888

Email:

[care@rupeek.com](mailto:care@rupeek.com)

### **Grievance Officer**

Mr. Mohammed Imtiyaz

Rupeek Fintech Private Limited

Plot #45/B, Shubham Complex,

1st A Main, Ground Floor, Front

Wing(B), Sarakki Industrial

Layout, J.P. Nagar, Bangalore,

Karnataka 560078 India

Phone: 080-68951717 , Timings: 9:30 am to 6:30 pm ( Monday to Friday)

E-mail: [grievance@rupeek.com](mailto:grievance@rupeek.com)

For any complaints or grievances received under the Consumer Protection (E-Commerce) Rules, 2020, our Grievance Officer shall acknowledge the receipt of the consumer complaint **within forty-eight (48) hours** and redress the complaint **within one (1) month** from the date of receipt of the complaint.