

Grievance Redressal Mechanism

How to log in a complaint/where can a complaint be made

As a customer, if you have any feedback/ suggestions or grievances with respect to the services offered by Usha Financial Services Limited (hereinafter referred to as 'the Company'), you may please write to the Company's Customer Service Department through any of the following channels:

Call at: 18001032348

Email: info@ushafinancial.com

You may write a letter at the address-

Customer Service Department

Usha Financial services Limited

330, - Mezzanine Floor

Patparganj Industrial Area.

Delhi -110092

Website: <http://www.ushafinancial.com>

How a complaint should be made:

Customers are requested to provide necessary loan detail i.e. Loan Account Number, Details of Feedback/ Suggestion/ Complaint and valid Contact Information including phone no. & e-mail ID while lodging complaint with the Company.

When to expect a reply

The Company shall endeavor to address/respond to all queries/grievances within reasonable time and keep the customer informed about the status of their complaints. Each customer query/ complaint being unique in nature, may take up to 4 weeks for complete resolution after investigation.

Whom to approach for Redressal

Customers are requested to first raise their concerns through any of channels mentioned above. In case of delayed or no response from the respective channel within the specified timelines, such complaint may be escalated to the Grievance Redressal Officer of the Company whose details are herein below:

Name: Pranay Dhondiyal

E-mail ID. pranaydhondiyal@ushafinancial.com

Telephone no.: 011-47019079

Address: Grievance Redressal Officer

Usha Financial Services Limited

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330, - Mezzanine Floor

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