

# Grievance Redressal Officers



Monica Arora  
nodal.officer@herofincorp.com



Count on us

Francyna Dias  
customercare@tatacapital.com



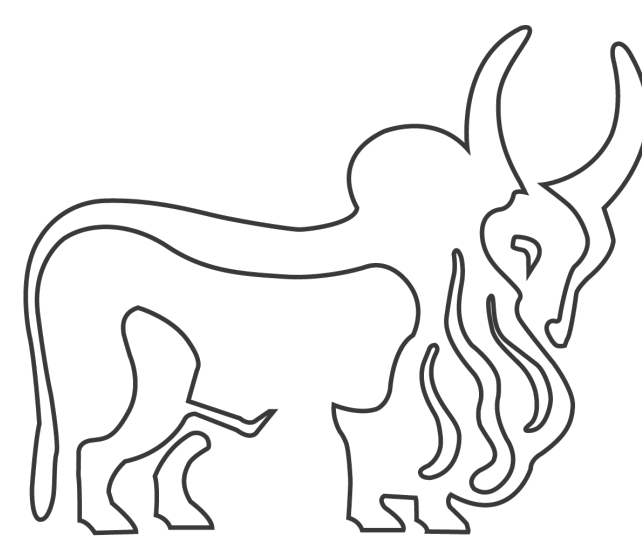
Mr. Arijit Sen  
grievance.finance@adityabirlacapital.com



Rati Mundra  
grievance@poonawallafincorp.com  
Contact: 020 67808090



Mr. Ritesh Saxena  
GRO@smfgindia.com

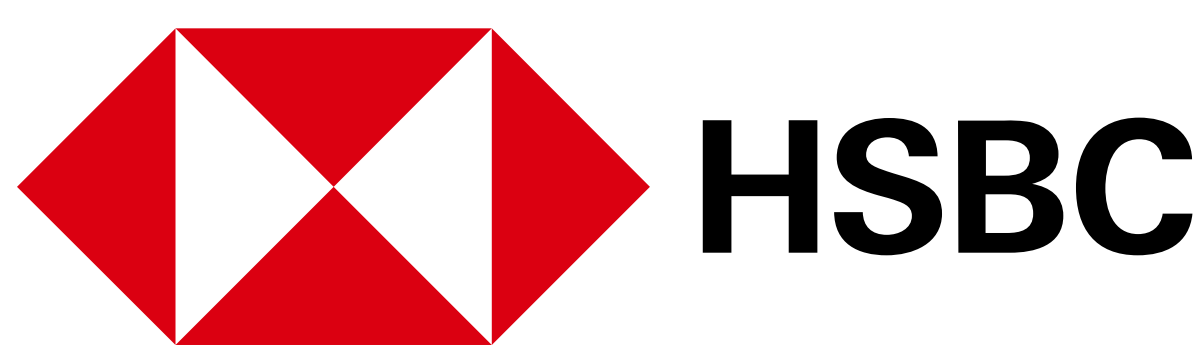


**IndusInd Bank**

Mrs. Dilnaz Sidhwa  
<https://www.indusind.com/in/en/microsites/forms/grievance-redressal.html>



Priyanka Singh  
grievances@indifi.com



Sabry Ali  
pnohsbcbank@hsbc.co.in  
Contact: 022 61223798



EarlySalary Services Private Limited

Mr. Amit Nosina  
grievance@earlysalary.com  
Contact: 020 67639797



Mr. Kannan Ramaseshan  
Contact: 1800-266-4060 (Mon to sat 9:30am to 5:30pm)

Features and policies:  
<https://www.hdfcbank.com/personal/useful-links/important-messages/product-features-and-policy>

Sachet portal: <https://sachet.rbi.org.in/>



Ms. Rosy Dsouza  
care@incred.com  
Contact: 022-42117799  
Sachet portal: <https://sachet.rbi.org.in/>



Mr. Aditya Ranade  
grievance-redressal\_lending@paytm.com  
Contact: 0120 5083345

## Touchpoints and Escalation Matrix

Level 1 – 24\*7 Help and Support on Paytm App  
Level 2 – GRO - grievance-redressal\_lending@paytm.com