Grievance Redressal Officers

Aditya Birla Capital Finance

Mr. Arijit Sen
grievance.finance@adityabirlacapital.com
https://www.adityabirlacapital.com/loans/grievanceandredressal

arth

Yasmin Tabbassum
grievance@arthimpact.in
Contact: 9044052259

Axis Bank

Mr. Jagdish Panjumal Raikhanghar
Nodal.Officer@axis.bank.in
Contact no: 08061865200
Axis Bank customer support

CLIX

Mr. Sunny Dwivedi
grievance.officer@clix.capital
Contact: 9319192134

Credit Saison India

Mr. Emaad Khan
grievance@creditsaison-in.com
Contact: +91 9962003070

Federal Bank

Mr. Nikhil A
dlcare@federalbank.co.in
Contact: 0484 6147400

fibe

Mr. Amit Nosina
grievance@earlysalary.com

Hero FINCORP

Mr. Monish Vohra
nodal.officer@herofincorp.com
0120 403 5320 (10.00 am to 6:00 pm)
Monday to Friday, and the last two Saturdays

IDFC FIRST Bank
ALWAYS YOU FIRST

Mr. Vipul Raj
PNO@idfcfirstbank.com
Contact: 1800 209 9771, 1800 10 888

InCred finance

Vaidyanathan.R.
care@incred.com
Contact: 1800 102 2192
Sachet portal: https://sachet.rbi.org.in/

indifi

Priyanka Singh
grievances@indifi.com
Contact: +91 8448895332

IndusInd Bank

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

InstaMoney

Vishal Poddar
Email : cs@instamoney.app

Pay With Ring
Powered by kissht

Munazza Sayyad
grievanceofficer@sicrevacapital.com
Contact: 8044745954

KreditBee

Mr. Saurav Kumar
reachus@kbnbfc.in
Contact: 8044292555 / 8068534555

Moneyview

Rishov Bhattacharjee
grievance@moneyview.in
Contact: 080 6939 0476

Piramal Finance

Ms. Hetal Parihar
nodal.officer@piramal.com

Poonawalla Fincorp

Arnab Das
pno@poonawallafincorp.com
Contact: 020 67808090

SMFG India Credit
Pragati Ki Nayi Pehchaan

Ancy Dmello
GRO@smfgindia.com
Contact: 022-69581104
https://www.smfgindiacredit.com/digital-lending-partner

TATA CAPITAL
Count on us

Francyna Dias
customercare@tatacapital.com

Paytm

Mr. Aditya Ranade
grievance-redressal_loandistribution@paytm.com
Contact: 0120 5083345

Touchpoints and Escalation Matrix
Level 1 – 24*7 Help and Support on Paytm App
Level 2 – GRO - grievance-redressal_loandistribution@paytm.com