

RHFL Customer Grievance – Escalation Matrix

a. Level-1

Any aggrieved Customer of RHFL can take up his grievance with the concerned Branch Manager of the Company. The Branch Manager is required to reply to the Customer **within 7 days** from the date of receipt of the complaint in the office with a copy to Regional Manager & Grievance Redressal Department at Corporate office.

b. Level-2

If the aggrieved customer is not satisfied with the reply provided by the Branch Manager or in case no reply is received within the stipulated period or the complaint is against the Branch Manager, the customer shall take up the complaint with the Grievance Redressal Officer (GRO) of the Company at the following address:

Mr. KS. Kannan

**Grievance Redressal Officer Customer Services Department Repco Home Finance Limited
Corporate Office - 3rd Floor, Alexander Square, New No.2,
Sardar Patel Road, Guindy, Chennai 600 032
Phone: 044-42106650/6652 Fax: 044-42106651
Email: grievance@repcohome.com**

The GRO is required to dispose of the complaint **within 30 days** of receipt of the complaint in the Corporate Office.

c. Level 3

If the aggrieved customer is not satisfied with the reply provided by the GRO or in case no reply is received within the stipulated period, the customer shall approach the National Housing Bank at the following address:

**The General Manager
National Housing Bank
Department of Supervision
Complaint Redressal Cell
4th Floor, Core 5A, India Habitat Centre, Lodhi Road
New Delhi 110 003
Online portal: <https://grids.nhbonline.org.in>**