



### Grievance Redressal Mechanism

Clients who wish to provide feedback or send in their complaint may use the following channels between 9:30 am and 6:00 pm, from Monday to Friday (except on national holidays).

The name and contact of the Grievance Redressal Officer is as follows:

1. Name: Ms. Sneha Shah

Tel. No.: 022 67154335

Mobile No.: 9029365377

Email Id: [admin@tcfpl.co.in](mailto:admin@tcfpl.co.in) and [compliance@tcfpl.co.in](mailto:compliance@tcfpl.co.in)

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to:

The Officer-in-Charge  
Regional Office  
Department of Non-Banking Supervision  
Reserve Bank of India,  
Third Floor, Byculla Office Building  
Opposite Mumbai Central Railway  
Station, Byculla, Maharashtra 400008.