

## COMPLAINT REDRESSAL MECHANISM

- The Customers would be required to send their queries / disputes / requests to the customer care executives of the Company. These queries would then be received and solved by the CRM department.
- In case, if the query requires to be further scaled up, then it would be taken in the hierarchy to the Customer Relationship Manager (CRM). The Customer Relationship Manager's contact details would be displayed on the website of the company.
- If the queries are not resolved, at this level, then the same could be referred to the Manger Operations at:

To,

Mr. Pankaj Gupta

Email: [waltonfinance@gmail.com](mailto:waltonfinance@gmail.com)

Adress: 147 UG Floor Jheel Khuranja Delhi -110051

- Grievance Redressal Officer:

The Grievance Redressal Officer may be reached on the number provided above.

- Nodal Officer:

If the customer does not receive a response from the Grievance Redressal Officer within 21 days of making a representation, or if the customer is not satisfied with the response received from the Grievance Redressal Officer, the customer may reach the Nodal Officer on the below given number during working hours.

He / she can write to the Nodal Officer at:

To,

The Nodal Officer,

Email: [waltonfinance@gmail.com](mailto:waltonfinance@gmail.com)

\*Kindly note - The company working hours are from 10:00 am to 7:00 pm, except for Sundays, National/ State Holidays & second Saturday of every month. Any grievance received will be taken up on the next working business day.