

# Grievance Redressal Mechanism

## How to lodge a Grievance/where can a Grievance be made?

Means and Mode- Any customer having a Grievance with respect to the product and services offered by the Company may reach out to the Company through any of the following channels:

- Call at +91 81303 30306
- Email at: [care@chqbook.com](mailto:care@chqbook.com)
- Write a letter at the address: 401 & 402, 4th Floor, Magnum Tower II, Sector 58, Golf Course Extension Road, Gurugram-122011, Haryana, India
- Name of the Officer: Rahul Sharma

## Format of Grievance:

- Customers are requested to provide the necessary details which include:
  - Details of Loan for which Grievance is made
  - Date of Application submitted
  - Details of Grievance
- Phone No. & Email ID registered with the company at the time of availing the services of Chqbook.

## How will we address a Grievance?

1. When the customer's Grievance is received, we will endeavor to send an acknowledgement/a response within 48 working hours of receiving the Grievance.
2. After examining the matter, we will send our final response or explain why we need more time to respond and shall endeavor to do so within 30 days

**Grievance Redressal Mechanism of the Lenders:**

Lending Partner	Link
Mamta Projects (P) Ltd	<a href="#">Click Here</a>
Niyogin Fintech Limited	<a href="#">Click Here</a>
Lendingkart Finance Limited (Formerly Known As Aadri Infin Limited)	<a href="#">Click Here</a>
Neogrowth Credit Private Limited	<a href="#">Click Here</a>
Epimoney Private Limited (FlexiLoans)	<a href="#">Click Here</a>