

Customer Grievance Redressal Mechanism

Tenmark Capital Private Limited has put in place a Board-approved Customer Grievance Redressal Mechanism in accordance with the instructions issued by the Reserve Bank of India (RBI) and in compliance with the directions of the Hon'ble High Court of Delhi. The objective of this mechanism is to ensure prompt, effective and fair resolution of customer complaints.

Procedure for Lodging a Complaint

The Borrower/Customer may reach out to our customer support via +91-8111001070, during anytime during the day between from 09:00 AM to 06:30 PM excluding Sundays and Government holidays. The customer service executive shall share an acknowledgement of the complaint received over the call within 24-48 hours for which the team shall provide a response to the queries or seek additional information relating to the complaint shall be shared with the customer over email or SMS. Alternatively, they may email the details to support@tenmarkcapital.com.

Level-1 Grievance

In case the customer is not satisfied with the response/clarification provided by the customer service team, or in case any query is not addressed or resolved within 5-7 business days, the customer may escalate the same to the "Grievance Redressal Officer" on the details provided below:

Grievance Redressal Officer:
Renuka Jain
Phone: +91-8111001038
Email: renuka.j@tenmarkcapital.com
Address: 12/1, 10(1), Varadappan Street, West Mambalam, Chennai- 600033

Level-2 Grievance

In case the customer is not satisfied with the response from the Grievance Redressal Officer or does not receive any response from the Grievance Redressal Officer within 5-7 days, then the customer may escalate the matter to the "Principal Grievance Redressal Officer" on the details mentioned below:

Principal Grievance Redressal Officer
Parth R Shah
Phone: +91-8111001050
Email id: parth@tenmarkcapital.com

We will make our best efforts to resolve customer's complaint at this level Response will be provided within 5-7 working days.

If in any case, the Company needs additional time, the Company will inform the customer the reasons for delay in resolution within the timelines specified above and provide expected time lines for resolution of the complaint.

Level-3 Grievance

In case the customer is not satisfied with the response/clarification provided by TCPL, or in case any query is not resolved within a period of one month by TCPL, the customer may raise a complaint for the same with the RBI's office at the below mentioned details:

The Officer in-Charge
Regional Office
Department of Supervision (NBFC),
Reserve Bank of India,
Fort Glacis, 16, Rajaji Salai, P.B. No.40, Chennai
Tamil Nadu 600001 India
Phone: 044-2536 1490/ 2539 9222
Email: dnbschennai@rbi.org.in

Additionally, the customer also has the option to lodge a complaint through the Sachet Portal available at <https://sachet.rbi.org.in/home/index>

