

## Complaint Channel

### Fusion Microfinance Limited

At Fusion we have arranged for multiple channels through which customers can report their concern, details are as under:

| Channel/ Manner   | Details  |
|---|--|
| <b>Level 1:</b><br>Complaint Registers  | Complaint Registers maintained at Branches.  |
| Toll Free Number  | 18001037808  |
| By post, call & mail to Nodal Officer at Registered office  | Name: Ms. Ruchika Behl<br>Registered Office: Fusion Microfinance Ltd.<br>H-1, Community Centre, Naraina Vihar<br>New Delhi - 110028<br>Direct No. – 011-46646634<br>Email Id. – nodalofficer@fusionmicrofinance.in<br>customercare@fusionmicrofinance.com    |
| <b>Level 2:</b><br><b>Principal Nodal Officer</b>   | Name: Mr. Satish Mani<br>Corporate Office: Fusion Microfinance Ltd.<br>Plot No 86, Institutional Sector -32<br>Gurgaon, Haryana- 122001<br>Direct No. – 0124-6910608<br>Email Id. – <a href="mailto:pno@fusionmicrofinance.in">pno@fusionmicrofinance.in</a> |
| <b>Level 3:</b><br><b>MFIN(Microfinance Institutions Network)</b>   | Toll free no.<br>18001021080   |
| <b>Level 4:</b><br>if the complaint/dispute is not redressed within a period of one month, the Borrower / Complainant may contact/write to:<br><b>Reserve Bank of India (RBI)</b> | General Manager<br>RBI, (DNBS) Reserve Bank of India, 6, Sansad Marg,<br>New Delhi – 110001.<br>Telephone: +91-11-23715097<br>Fax No: +91-11-23358224  |

#### Working Hours for above communications:

Monday to Friday: 0930 Hrs to 1730 Hrs (excluding holiday)

1<sup>st</sup>, 3<sup>rd</sup> & 5<sup>th</sup> Saturday: 0930 Hrs to 13:30 Hrs (excluding holiday)