



Grievance Redressal Mechanism

We are committed to resolving any problem or issue of yours. If you are unsatisfied with the resolution of your issue, you can submit your grievance to Complaintredressal@capitaltrust.in or call our Grievance Redressal Officer, Tarsem Singh on +918146592004 on working days, between Monday and Friday from 9.30 am to 5.30 pm.

Ombudsman Scheme for Non-Banking Financial Companies, 2021 The customer can also approach Ombudsman under THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021, in case of any complaint at

C/o Reserve Bank of India

Sansad Marg, New Delhi -110001

STD Code: 011 Telephone No: 23724856

Fax No : 23725218-19

Email : crpc@rbi.org.in.

The complaints under the Scheme made online shall be registered on the portal(<https://cms.rbi.org.in>).

The customer can also raise complaint using Sachet link: (<https://sachet.rbi.org.in/Complaints/Add>).

Complaints in electronic mode (E-mail) and physical form, including postal and hand-delivered complaints, shall be addressed and sent to the place where the Centralised Receipt and Processing Centre of the Reserve Bank is established, for scrutiny and initial processing.