

**PATNI FINANCIAL ADVISORS PRIVATE
LIMITED**

GRIEVANCE REDRESSAL MECHANISM

APRIL 2026

GRIEVANCE REDRESSAL MECHANISM

The Customers who have any Complaint, can follow the following process for its redressal:

Customers who have any complaints can follow the below process to seek redressal through the following channels on any working day between 09:00 a.m. to 06:00 p.m.

STEP 1: PRIMARY LEVEL

In case of any grievances, customers are encouraged to address their concerns at the registered office of the company. Customers should submit their grievances in writing, and they have the option to do so in English, Hindi, or the vernacular language of the respective area. This ensures that all customers can communicate their issues clearly and receive appropriate assistance.

Email: accounts@patniadvisors.com

Contact No.: 022-61017500

OR

Write to the Company at the following address:

Patni Finance Advisors Private Limited

Registered Office:

311, Raheja Chambers, Free Press journal Marg,

Nariman Point, Mumbai – 400021 (Maharashtra), India

Kind Attention: Accounts Team

STEP 2: SECONDARY LEVEL

In case, the Complaint is not resolved within 7 (Seven) working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer at the primary level, the Customer may escalate the Complaint to the Grievance Redressal Officer of the Company.

Contact Details of Grievance Redressal Officer:

Name: Ms. Aarti R Sharma

Designation: Company Secretary & Compliance Officer

Contact No.: 022-61017517

Email ID: aarti.sharma@patniadvisors.com

STEP 3: TERTIARY LEVEL

If the complaint remains unresolved or the customer is not satisfied with the decision of the Grievance Redressal Officer, they may further escalate the grievance in writing to the Head – Accounts & Finance for redressal. The Head – Accounts & Finance will address the complaint within fifteen (15) days from the date of receipt.

Name: Vivek Sharma

Designation: Head – Accounts & Finance

Contact No.: 022-61017514

Email ID: vivek.sharma@patniadvisors.com

If the complainant is not satisfied with the Head – Accounts & Finance decision, they may appeal in writing to the Reserve Bank of India.

STEP 4: APPEAL TO RESERVE BANK OF INDIA

If the complaint was rejected wholly or partly or the complainant is not satisfied with the reply or the complainant had not received any reply within 30 days of the receipt of the complaint by the Company:

- a. The complainant may write to Office-in-Charge, Reserve Bank of India, 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai – 400008, Tel No.: 022-23022028.

OR

- b. The complainant can register the complaint online on the Complaint Management System portal of RBI i.e., <https://cms.rbi.org.in>

OR

- c. The complainant can make the complaint in physical form, including postal and hand-delivered complaints to be addressed and sent to:

Centralised Receipt and Processing Centre Reserve Bank of India,
4th floor, Sector 17, Chandigarh,
160017
RBI Contact Centre – 14448

The complaint shall be examined by the RBI Ombudsman appointed under the Integrated Ombudsman Scheme, 2021, subject to the terms and conditions of the said Scheme.
