

## Grievance Redressal / Complaint Escalation Matrix

### Status Leasing and Finance Limited

Level	Particulars	Contact Person	Designation	Contact Details	TAT (Turnaround time)
Level 1	Complaint Registration	Concerned Branch/ Customer Care	-	<p>1. Visit nearest branch (During the working hours from 9:30 A.M to 6:30 P.M)</p> <p style="text-align: center;"><b>or</b></p> <p>2. Customer Care No: +91 8441005500 <b>or</b> Mail ID: <a href="mailto:info@statusfinance.in">info@statusfinance.in</a></p> <p>3. <u>Letter</u>: Address Plot No. 72, SBBJ Officers Colony, New Sanganer Road, Mansarovar, Jaipur, Rajasthan- 302020</p> <p style="text-align: center;"><b>Or</b></p> <p>Website: <a href="http://www.statusfinance.in">www.statusfinance.in</a></p>	15 Days
Level 2	First Escalation	Mrs. Priyanka Arora	Grievance Redressal Officer	<p>Email: <a href="mailto:priyanka@statusfinance.in">priyanka@statusfinance.in</a></p> <p>Mobile No: +91 8441005500</p>	10 Days
Level 3	Second Escalation	Mr. Manoj Bansal	Principal Nodal Officer	<p>Email: <a href="mailto:manoj@statusfinance.in">manoj@statusfinance.in</a></p> <p>Mobile No: +91 8441005500</p>	05 Days
Level 4	Final Escalation	RBI Ombudsman	Reserve Bank of India	<p>Email: <a href="mailto:crpc@rbi.org.in">crpc@rbi.org.in</a></p> <p style="text-align: center;"><b>Or</b></p> <p>Physical complaint (letter/post) to: Reserve Bank of India (RBI) Regional Office in Jaipur: Rambagh Circle, Tonk Road, P.B. No. 12, Jaipur - 302004, Rajasthan, India</p>	If the complaint is not resolved within 30 days, the applicant may appeal to the RBI Ombudsman