

**Grievance Redressal Mechanism for grant of ex-gratia credit of difference between compound interest and simple interest for six months to borrowers in specified loan accounts as per the scheme notified by Ministry of Finance, Government of India.**

Customers having grievance with respect to grant of ex-gratia credit as per the above referred scheme may submit their grievance to the Company on the following channels:

I. Call our Customer Service Helpline on 1800 5720 202 (Toll free) (9:30 a.m. to 6:30 p.m. on all working days (Monday to Friday), except national holidays).

II. Email us at [info@lendingkart.com](mailto:info@lendingkart.com)

In case the grievance is not resolved within **3 working days** or if he/she is not satisfied with the grievance resolution, the customer may approach the Nodal Officer and Grievance Redressal Officer.

Name Mr. Bharat Aggarwal

Designation Nodal Officer and Grievance Redressal Officer

Contact Number +91- 70690 87586

Email ID [nodalofficer@lendingkart.com](mailto:nodalofficer@lendingkart.com)

In case revert/satisfactory response is not received from the nodal officer within 2 working days, the escalation of grievance redressal shall be as per the [Grievance Redressal Policy](#) of the Company.