

Customer Grievance Redressal Mechanism

LEVEL I – CUSTOMER SUPPORT

To register your Complaint, Query or Request:

- **Email:**
You may send an email to wecare@hfs.in, along with details of your loan account.
- **Branch / Office:**
You may visit the nearest branch and submit a written request.
You may visit <https://hfs.in/locate-us/> to locate the nearest branch.
- **Website:**
You may visit the official website of the Company:
<https://hfs.in/customer-service>
- **Helpline Number:** You may contact us at 022-6209 3493 during working hours.
- **Letter:**
You may write to us at:
Hiranandani Financial Services – Customer Service Unit
First Floor 102, Tiffany Building
Hiranandani Estate, Ghodbunder Road
Thane West, Thane – 400607

If your issue remains unresolved after contacting Level 1

LEVEL II – GRIEVANCE REDRESSAL OFFICER (GRO)

- **Email:**
You may send an email to gro@hfs.in, along with details of your loan account.
- **Contact Number:**
You may contact us at 022-6209 3488 during working hours.

If your issue remains unresolved after contacting Level 2

LEVEL III – PRINCIPAL NODAL OFFICER (PNO)

- **Email:**
You may send an email to pno@hfs.in, along with details of your loan account.
- **Contact Number:**
You may contact us at 022-6209 3477 during working hours.

If your issue remains unresolved after contacting Level 3 or if you have not received response within 30 days of lodging a grievance you may approach the RBI Ombudsman.

RBI OMBUDSMAN

- **Website:** <http://cms.rbi.org.in>
- **Letter:**
You may write at:
Centralised Receipt and Processing Centre, 4th Floor,
Reserve Bank of India, Sector-17, Central Vista, Chandigarh – 160017
- **Email:** crpc@rbi.org.in
- **Toll-Free Number:** 14448