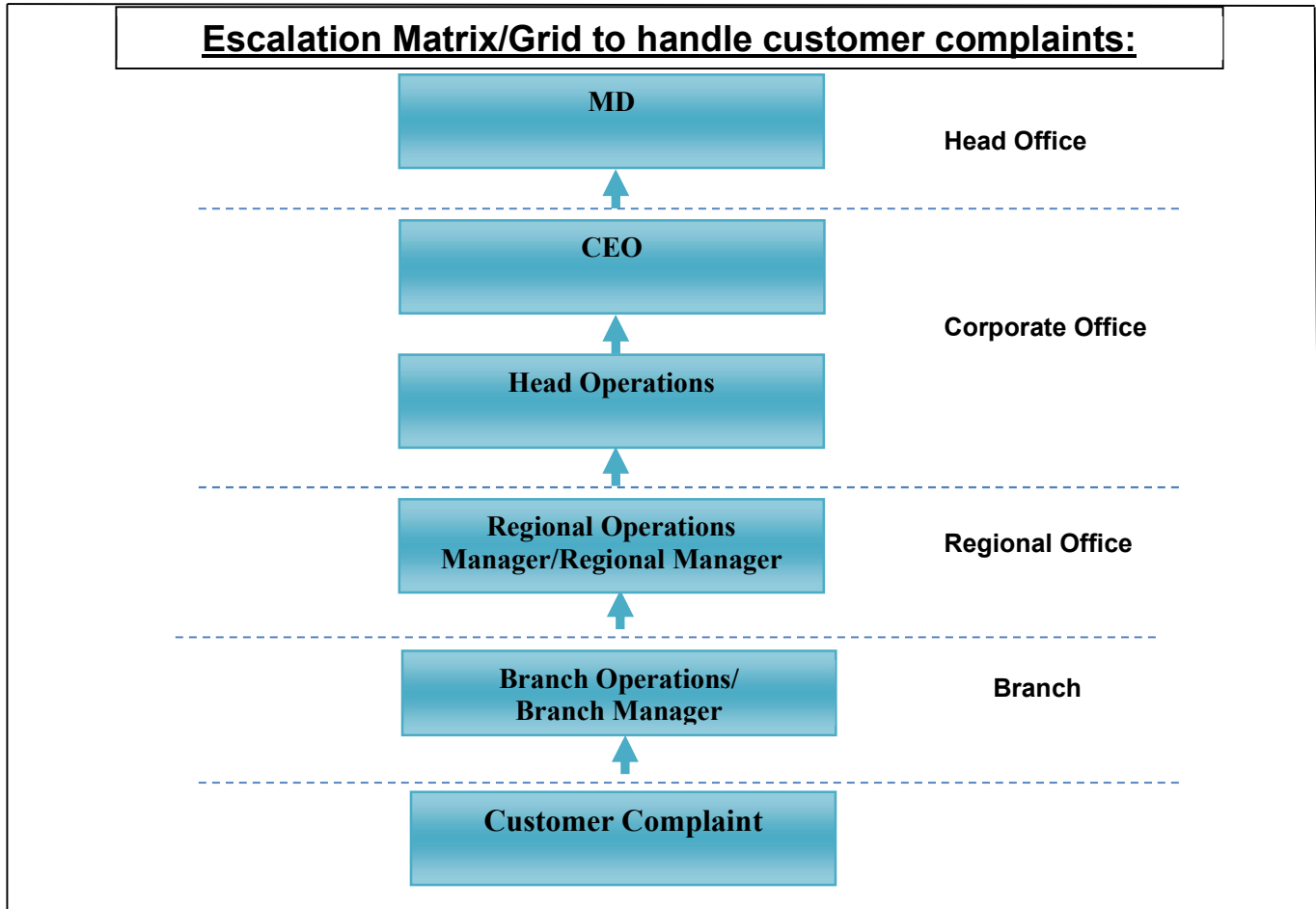


Escalation Matrix



Complaint Resolution:

Acknowledgment: Complaints made will be acknowledged by MHFCL within 7 days from date of receipt.

- a. If the Complaint is made in writing at mhflcustomercare@muthoot.com MHFCL will acknowledge email the immediately
- b. If the Complaint is made verbally at Call Centre, customer will be provided a reference number to track the progress and stipulated time frame indicating final response.

Response:

- a. MHFCL will provide a response to the customer’s complaint within 15 days of the complaint having been received.
- b. When the response requires retrieval of old documents/records etc MHFCL will revert to the customer within 30 days of receipt of complaint.

Customer Grievance Helpline: 18002678811

(Monday to Saturday, between 9.30 a.m to 6.00 p.m, except Sunday & Public Holidays)

Grievance Redressal Officer:

Name : Mrs. Liza Mohanty - Head Operations
 Designation : Head Operations
 Address : Muthoot Housing Finance Company Limited.
 01,13th Floor,Parinee Crescenzo,
 Plot No. C-38&C-39, Bandra Kurla Complex,
 G Block, Bandra (East), Mumbai 400051.
 Contact Number : 022-6272-8500 ext 506
 Email ID : liza.mohanty@muthoot.com

Escalation to Regulator

If the complainant does not receive response from the company within a period of one month or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints online on the website of NHB or through post to NHB, New Delhi. The details are as follows:

National Housing Bank,
Department of Regulation and Supervision (Complaint Redressal Cell)
4th Floor, Core-5A, India Habitat Centre,
Lodhi Road, New Delhi-110003.
www.nhb.org.in

Offline Mode : By post, in prescribed format available at the link under Citizen's Charter at <https://nhb.org.in>
>>> <https://nhb.org.in/wp-content/uploads/2021/08/complaint-form.pdf> or
https://nhb.org.in/citizencharter/Complaint_form.pdf

Online Mode : www.grids.nhbonline.org.in