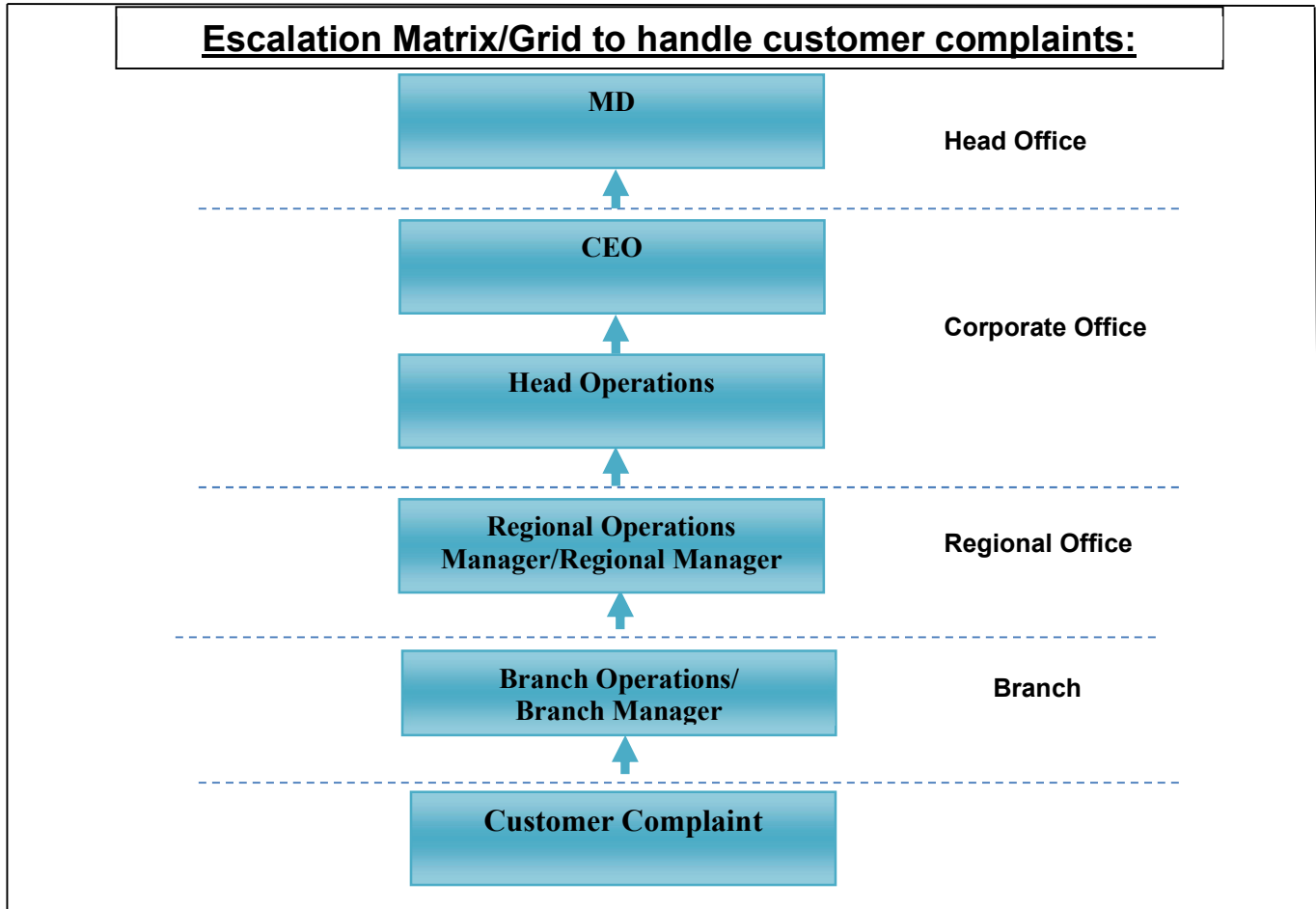


Escalation Matrix**Complaint Resolution:**

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

- If the Complaint is made in writing at mhflcustomercare@muthoot.com MHFCL will acknowledge email the immediately
- 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:

- MHFCL will provide a response to the customer's complaint within 15 days of the complaint having been received.
- 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