

GRIEVANCE REDRESSAL MECHANISM

Step 1

- Customer may approach Branch- In- charge and make an entry in the Complaint Register maintained at the Branch (During the working hours from 10 am to 5 pm).
- Customer may also write / communicate with the concerned location

We will try to resolve the complaint within 15 working days of receipt of the same.

Step 2

If the customer is still not satisfied with the resolution he/she receives or the customer does not receive any response for the complaint within 15 working days, the customer:

- may contact our Head Office:
 - send an email to customercare@supremehomeloans.com, or
 - call us at +91-11-28753332 between 10 am – 5 pm from Monday to Saturday. (Except Public Holidays), or
 - write to us at

**Customer Care Department,
Supreme Housing Finance Limited
2nd Floor, Harsha Bhawan, 13/29, E- Block, Middle Circle,
Connaught Place, New Delhi- 110001 (INDIA)**

- We assure you that the complaint will be looked into at the earliest.

Step 3

If the complaint still remains unresolved for 30 days, the customer may:

- directly approach the regulatory authority of Housing Finance Companies, **National Housing Bank('NHB')** for redressal of the complaint at below address:

National Housing Bank
Department of Regulation and Supervision (Complaint Redressal Cell)
4th Floor, Core 5-A, India Habitat Centre, Lodhi Road, New Delhi 110
003

- can also approach the Complaint Redressal Cell of NHB by lodging the complaint at the link <https://grids.nhbonline.org.in> or in offline mode by post or in the prescribed format available at NHB site.