

Complaint Channel & Escalation Matrix:

At Fusion we have arranged for multiple channels through which customers can report their concern, details are as under:

Channel/ Manner	Details
Level 1: Complaint registers, box being maintained at branch	
Toll Free Number	18001037808
By post, call & mail to nodal officer at Head office	Name: Ms. Ruchika Behl Postal Address: Fusion Finance Ltd. H-1, Community Centre, Naraina Vihar New Delhi – 110028 Direct No. – 011-46646634 Email Id. – nodalofficer@fusionfin.com
Level 2: In case the query/ complaint is not resolved within 21 days of contacting with nodal officer, complainant / borrower can contact: Principal Nodal Officer	Name: Mr. Satish Mani Postal Address: Fusion Finance Ltd. H-1, Community Centre, Naraina Vihar New Delhi - 110028 Direct No. – 011-46646608 Email Id. – pno@fusionfin.com
Level 3: if the complaint/dispute is not redressed within the define TAT (Refer page No 6 for TAT details) the Borrower/Complainant may contact to: MFIN (Microfinance Institutions Network)	Toll free no. 18001021080
Level 4: if the complaint/dispute is not redressed within a period of 30 days, the Borrower / Complainant may contact/write to: Reserve Bank of India (RBI)	General Manager RBI, (DNBS) Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001. Telephone: +91-11-23715097 Fax No: +91-11-23358224

Working Hours for above communications:

Monday to Friday: 0930 Hrs to 1730 Hrs (excluding holiday)

1st, 3rd & 5th Saturday: 0930 Hrs to 1330 Hrs (excluding holiday)