

Complaint Channel & Escalation Matrix:

At Fusion we have provided multiple channels through which customer(s) can report their concerns, along with a detailed escalation matrix as under for effective grievance redressal.

Channel/ Manner	Details
Level 1: ✓ Complaint registers, being maintained at the branch	
✓ Toll-Free Number	18001037808
By post, call & mail to nodal officer at the 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, the complainant/ the borrower can contact: Principal Nodal Officer	Name: Ms. Renu Joshi 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 defined TAT the Borrower/ Complainant may contact: MFIN (Microfinance Institutions Network)	Toll-free no. 18001021080
Level 4: If the complaint/dispute is not redressed within 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 the above service channels:

- ✓ Monday to Friday: 09:30 AM to 17:30 PM (including 1st, 3rd & 5th Saturday)
- ✓ Please note our service is not available on 2nd and 4th Saturday, public holidays & Sunday