

### 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
<b>Level 1:</b> ✓ 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. – <a href="mailto:nodalofficer@fusionfin.com">nodalofficer@fusionfin.com</a>
<b>Level 2:</b> In case the query/ complaint is not resolved within 21 days of contacting with nodal officer, the complainant/ the borrower can contact: <b>Principal Nodal Officer</b>	Name: Ms. Renu Joshi Postal Address: Fusion Finance Ltd. H-1, Community Centre, Naraina Vihar New Delhi – 110028 Direct No. – 011-46646608 Email Id. – <a href="mailto:pno@fusionfin.com">pno@fusionfin.com</a>
<b>Level 3:</b> If the complaint/dispute is not redressed within the defined TAT the Borrower/ Complainant may contact: MFIN (Microfinance Institutions Network)	Toll-free no. 18001021080
<b>Level 4:</b> If the complaint/dispute is not redressed within 30 days, the Borrower/ Complainant may contact/write to: <b>Reserve Bank of India (RBI)</b>	General Manager RBI, (DNBS) Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001. Telephone: +91-11-23715097 Fax No: +91-11-23358224