

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/ Mode	Details
✓ Walk into our branch and log a complaint in the register maintained at the branch	
✓ Call our Toll-Free Number Timings: 7:00 AM - 8:00 PM on any day of the week (except National Holidays)	18001037808
✓ Email your concern	customercare@fusionfin.com
Level 1: If you are not satisfied with the resolution offered after reaching out to any of the above-mentioned, the complainant/borrower can contact our Nodal Officer .	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 the 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)	Microfinance Industry Network (MFIN) SP 4-003, 4-004, 4th Floor, Emaar Palm Spring Plaza, Golf Course Road, Sector - 54, Gurugram -122003, Haryana Toll-free no. 18001021080
Level 4: If the complaint/dispute is not redressed within 30 days or the Complainant/Borrower is not satisfied, contact/write to: Reserve Bank of India (RBI) AND/OR	General Manager RBI (DNBS) Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001. Telephone: +91-11-23715097 Fax No: +91-11-23358224
Appeal to the Reserve Bank of India by lodging a complaint.	https://cms.rbi.org.in/