

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 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Level 1: ✓ Walk into our branch and log 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 | 18001037808 |
| ✓ Email your concern | customercare@fusionfin.com |
| If you are not satisfied with the resolution offered after reaching out to any of our above-mentioned, the complainant/ the 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 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) | 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, the Borrower/ Complainant may contact/write to: Reserve Bank of India (RBI) AND/OR https://cms.rbi.org.in/ | General Manager RBI, (DNBS) Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001 Telephone: +91-11-23715097 Fax No: +91-11-23358224 |