

Complaint Lodgement & Escalation Process

(As required by RBI letters CEPD.CO.PRS/5985/13-01-008/2023-24 dated Nov 07, 2024, and CEPD.CO.PRDI/51127/13-01-008/2023-24 dated Dec 02, 2024, and Delhi High Court Order in W.P.(C) 16659/2022)

1. How to Lodge a Complaint

Since we do not serve retail customers, all complaints from clients, counterparties, partners, and regulated entities may be submitted through emails or written complaints on below address:

Step 1 – Lodge a Complaint with the Grievance Officer (Primary Level)

Name : Pooja Krishnan

Email: info@komaf.in

Address: Komaf Financial Services Private Limited Corporate Office-
3rd Floor, Sheil Estate, Dani Corporate Park, 158 C.S.T. Road,
Kalina, Santacruz (East), Mumbai- 400 098

Phone : 022 6930 8300

Include the following details:

- Name of complainant
- Entity name (if applicable)
- Nature of grievance
- Supporting documents
- Contact details for correspondence

Timeline: We will try to resolve the complaint within **14 days**.

2. Escalation Mechanism

If you are not satisfied with the response received, or if no response is received within 14 days, you may escalate the matter as below:

Step 2 – Escalation to the Director (Second Level)

Nodal Officer – Consumer Grievances

Name: *Mr. Rajesh Doshi*

Email: *rajeshdoshi@gmail.com*

Designation: *Director*

Address: Same as above

Timeline: Response within **14 days**.

3. Approach to Reserve Bank of India (If still unsatisfied)

If the complaint is not resolved at the entity level within 30 days or if the complainant is not satisfied with the resolution, they may lodge a complaint to Regional Office of Department of Non – Banking Supervision of RBI:

Reserve Bank of India,

Department of Non-Banking Supervision

3rd Floor, RBI Building,

Opp. Mumbai Central Railway Station,

Near Maratha Mandir, Byculla, Mumbai – 400 008