

Customer Grievance Redressal Mechanism & Escalation Matrix

A four-step resolution process for any query, request or complaint/grievances

STEP 1 — Contact Channels

 Phone +91-22-6145-8900	 Email grievances@alt-alpha.com	 Website www.alt-alpha.com	 Office Visit office	 Letter Write to registered address
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STEP 1	First Point of Contact Register your query, request or complaint via any of the channels mentioned above.	Timeline 7 days of receipt of the complaint
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STEP 2	Grievance Redressal Officer (GRO) If unresolved or no response within defined timelines, escalate to the GRO. Quote your mode of query/complaint and loan account number. Grievance redressal mechanism has ensured that all disputes arising out of the decisions of the functionaries are disposed of at least at the next higher level	Timeline Within 15 days of receipt of the complaint
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GRO-Contact Details

Name:	Ms. Rupali Maini
Designation:	Grievance Redressal Officer
Phone:	+91-22-6145-8900
Email (GRO):	grievanceredressal@alt-alpha.com
Address:	34 th Floor, Sunshine Tower, Senapati Bapat Marg, Dadar West, Mumbai-400 013

STEP 3	Internal Ombudsman (IO) All complaints that are partially resolved or wholly rejected by the internal grievance redress mechanism shall be auto escalated to the office of the IO for review, within 10 days to enable final decision to be communicated to the complainants within the timelines prescribed by Reserve Bank of India, and within 30 days of receipt.	Timeline Within 30 days of receipt of the complaint
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IO Contact Details:

Name:	Mr. K. Sreenivasa Rao
Designation:	Internal Ombudsman (IO)
Phone:	+91 96198 67196, +91 98339 67916
Email (IO):	io@alt-alpha.com

Address: 34th Floor, Sunshine Tower, Senapati Bapat Marg, Dadar West, Mumbai-400 013

**STEP
4**

RBI Ombudsman under the Reserve Bank Integrated Ombudsman Scheme, 2026

If unresolved or no response within 30 days of complaint being received by the Company, approach the RBI Ombudsman.

Timeline
Post-30 days of receipt of the complaint

RBI Ombudsman- Contact Details

Online Portal: <https://cms.rbi.org.in>

Toll Free: 14448

Email: crpc@rbi.org.in

Post / Visit: Centralised Receipt and Processing Centre (CRPC), 4th Floor, Reserve Bank of India, Central Vista, Sector-17, Chandigarh-160017

Policy Link: www.alt-alpha.com/policy-and-codes