

Grievance Redressal Mechanism – Siemens Financial Services Private Limited (SFSPL)

SFSPL has an established complaints and grievance procedure (see below). Any grievance or complaint raised by a customer will be treated in accordance with the established processes and policies of the Company.

SFS shall display the following information prominently, for the benefit of its customers, at the branches / places where business is transacted:

- i. The name and contact details (Telephone / Mobile nos. and email address) of the Regional Grievance Redressal Officer and Nodal Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company. The Regional Sales Head shall act as the Regional Grievance Redressal Officer and shall be responsible to address the Complaints of the Customers.

If you have a grievance, please feel free to contact the Regional Sales Head at:

Western Region:

Mr. Vijay Venkatraman

Tel: +91 9004475070

Email: vijay.venkatraman@siemens.com

Siemens Financial Services Pvt Ltd

Birla Aurora, Level 21, Plot No. 1080, Dr. Annie Besant Road, Worli, Mumbai - 400 030

Southern Region:

1) Mr. Raghunanda Gupta (Karnataka and Kerala)

Tel: +91 (80) 68372438

Email: raghunanda.gupta@siemens.com

Siemens Financial Services Pvt Ltd

Jyoti Mahal, 49, St Marks Road, Bengaluru 560001

2) Mr. Prakash P (Tamil Nadu, Andhra Pradesh and Telangana)

Tel: +91 (044) 66784051

Email: prakash.p@siemens.com

Siemens Financial Services Pvt Ltd

4th Floor, Seethakathi Business Centre,

272/688 Anna Salai, Chennai- 600006

Northern Region:

Mr. Adil Mohd

Tel: +91 9873407349

Email: adil.mohd@siemens.com

Siemens Financial Services Pvt Ltd

10th Floor DLF Cyber Park, DLF-Phase III, Sector 20, Gurugram - 122008

Eastern Region:

Mr. Angshuman Mishra

Tel: +91 (033) 30939218

Email: angshuman.mishra@siemens.com

Siemens Financial Services Private Limited

43, Shanti Palli, Eastern Metropolis Bypass,

Rashbihari Connector, Kolkata – 700042

- ii. If the complaint / dispute is not redressed within a period of 15 days from the date of receipt of Complaint by the Regional Grievance Redressal Officer, the customer may approach the Nodal Grievance Redressal Officer of SFSPL.

Nodal Grievance Redressal Officer:

Mr. Devendra Malegaonkar

Tel: +91 (022) 6251 7000 / 2191

Email: devendra.malegaonkar@siemens.com / sfs.compliance.in@siemens.com

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- iii. If the complaint / dispute is not redressed within a period of 15 days from the date of receipt of Complaint by the Nodal Grievance Redressal Officer, the Customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision (DNBS) of Reserve Bank of India, under whose jurisdiction the registered office of the NBFC falls at:

Chief General Manager-in-Charge,
Reserve Bank of India,
Department of Non-Banking Supervision,
Mumbai Regional Office,
2nd Floor, Central Office, Centre I,
World Trade Centre,
Cuffe Parade, Colaba,
Mumbai - 400 005

Tel: +91 (0)22 22150573

Email: cgmicdosco@rbi.org.in