



GRIEVANCE REDRESSAL MECHANISM



Step 1:

Register your complaint directly to the Officer in Charge of the concerned Branch.



Step 2:

**If your complaint is not fully redressed at branch level You can contact Zonal/Regional Manager level
Ph No._**



Step 3:

If the Complaint is not resolved within 15 days you can escalate the matter to the Corporate office;

**Address: KLM Axiva Finvest Limited, KLM Grand Estate,
By Pass Road, Edapally, Kochi, PIN 682024.**

Email Id : Grievances@klmaxiva.com

You can also escalate the matter to the Nodal Officer/ Principal Nodal Officer.

NODAL OFFICER

Mr. Praveen Kumar

Senior manager (Operations)
KLM Axiva Finvest Limited
Corp Off: KLM Grand Estate,
Bypass Road, Edappally, Ernakulam-682024

Email Id: praveen.kumar@klmaxiva.com

Phone No.

0484-428-1156

PRINCIPAL NODAL OFFICER

Ms. Minni Sajan

General Manager,
KLM Axiva Finvest Limited
Corp Off: KLM Grand Estate,
Bypass Road, Edappally, Ernakulam-682024

Email Id: pno@klmaxiva.com

Phone No.

0484-428-1116



Step 4:

If you are not satisfied with the reply or not received any reply within one month of date of Complaint you can also file a complaint with the Ombudsman under the Reserve Bank Integrated Ombudsman Scheme, 2021 not later than one year from date of receipt of response.

The complaint may be lodged online through the portal designed for the purpose (<https://cms.rbi.org.in>).

The complaint may also be escalated to the Ombudsman, Reserve Bank of India, Bakery Junction, P.B. No. 6507, Thiruvananthapuram - 695 033.