



KLM AXIVA FINVEST LTD

GRIEVANCE REDRESSAL MECHANISM

- **Step 1:**
Kindly visit your branch and register your complaint with the officer in charge of the concerned branch.

- **Step 2:**
Please escalate your complaint to the ZM/RM if it remains unresolved at the branch level.

Zonal Manager

Name:

Phone No:

Regional Manager

Name:

Phone No:

- **Step 3:**
You are requested to escalate the complaint to the Corporate Office if it is not resolved within 10 days.

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:**
You can reach out to ombudsman under the Reserve Bank integrated Ombudsman scheme 2021, within 30 days of the complaint if it is not resolved.

Address:

Reserve Bank of India, Bakery Junction, P.B. No. 6507, Thiruvananthapuram - 695 033.

The complaint may be lodged online through the portal -

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

Email ID:

grievances@klmaxiva.com

Customer Care:

+91 80891 99952