



## GRIEVANCE REGISTRATION AND REDRESSAL PROCESS

In case of grievance/feedback on service-related matters, customers can register it through the following modes for getting suitable resolution.

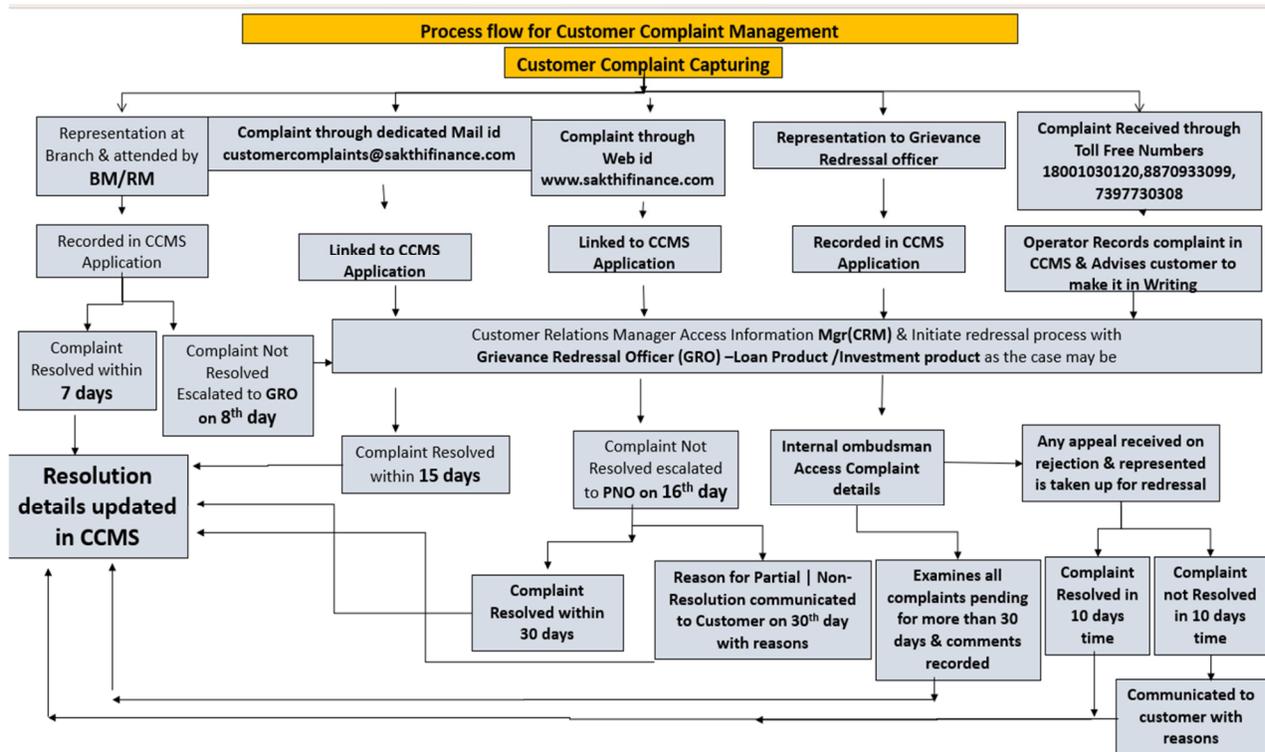
1. Contact the Branch Manager / Regional Manager of Sakthi Finance Limited of the respective location where the customer is currently serviced, to resolve the grievance/feedback at first level.
2. Customers can escalate the complaint through the dedicated toll-free number 1800 1030 120 during office hours on all workings days furnishing basic details like name, A/c No, servicing branch, contact number with a short brief on nature of requirement / complaint.
3. Customers can choose to complain / communicate feedback through dedicated e-mail id of the company at **customercomplaints@sakthifinance.com**.
4. Customers can take up their Grievances/complaints through Website **www.sakthifinance.com** giving required particulars.
5. Alternatively, customers can take up their complaints with Grievance Redressal officer during office hours on all working days.

| <b>Loan product related complaints:</b> | <b>Investment product and other related complaints:</b> |
|---|---|
| <b>Grievance Redressal Officer</b>      | <b>Grievance Redressal Officer</b>                      |
| Sri. Vivek Chandrasekaran, GM-CARE      | Sri. S. Senthilkumar, Chief Accounts Officer            |
| Sakthi Finance Limited                  | Sakthi Finance Limited                                  |
| 62, Dr. Nanjappa Road                   | 62, Dr. Nanjappa Road                                   |
| Coimbatore - 641 018                    | Coimbatore - 641 018                                    |
| Phone: (0422) 4236200                   | Phone: (0422) 4236200                                   |

6. Address of Nodal Officer, Sakthi Finance Limited and Appellate authority, contact details of RBI are given below:

| <b>Address of Nodal Officer</b>                 | <b>Address of RBI Appellate Authority</b>        |
|---|--|
| Dr. K. Natesan, President                       | The General Manager                              |
| Sakthi Finance Limited                          | Department of Non-Banking Supervision            |
| 62 Dr. Nanjappa Road                            | Reserve Bank of India, Regional Office           |
| Coimbatore - 641 018                            | Fort Glacis, 16, Rajaji Salai, Chennai - 600 001 |
| Phone: (0422) - 4236200                         | Phone: (044) - 25395964                          |
| Email id: <b>nodalofficer@sakthifinance.com</b> | Email id: <b>dnbschennai@rbi.org.in</b>          |

7. **Flow chart on Grievance redressal mechanism** at Sakthi Finance Limited, depicting Procedure for lodging Complaints, Official designated for the purpose, escalation mechanism and hierarchy of officers responsible for Grievance resolution and Turnaround Time (“TAT”) fixed for resolution shall be as below.



8. Board approved policy on “Customer Grievance Redressal (“CGR”) Policy” can be accessed in the investor information segment at our website: [www.sakthifinance.com](http://www.sakthifinance.com).

Updated as on 26 February 2026