

CUSTOMER GRIEVANCE REDRESSAL ESCALATION MATRIX

At Mentor Home Loans India Limited, we believe in providing the best of services to our customers. It is our endeavour to provide customers with easy access to information, products, and services, as well as *the means to get their grievances redressed within the defined TAT. For any service-related issue* including obtaining documents or in case of any complaint & grievance, the borrower may communicate in writing, orally, electronically through e-mail, website, telephone modes given below. The Borrower may contact our Office through any of the following channels.

Step 1:

1. By telephonic communication with our team at [0141-2611999](tel:0141-2611999) between 09:30 A.M. – 06:00 P.M. from Monday to Saturday (Except Public Holidays).
2. By way of e-mail:- info@mentorloans.co.in
3. By way of written letter addressed to Customer Service - Mentor House, Govind Marg, Sethi Colony, Jaipur- 302004.
4. By way of visiting the nearest Branch and submit your complaints/grievance get your complaint logged in the "Complaint & Grievance Register" maintained at the branches from Monday to Saturday (Except Public Holidays) during the working hours from 9:30 A.M to 6:00 P.M.

We will respond to your complaint within 15 days.

Step 2:

If you are still not satisfied with the resolution you receive, or you don't receive any response within 15 days you can write, mail or call to the Nodal Officer/ Grievance Redressal Officer of the company:

NODAL OFFICER:	GRIEVANCE REDRESSAL OFFICER:
Mr. Satish Gauttam Mentor House, B-9, Govind Marg, Sethi Colony, Jaipur-302004 E-Mail ID: satish.gauttam@mentorloans.co.in Office: +91 141-2611999	Mr. Mohd. Javed Akhter Mentor House, B-9, Govind Marg, Sethi Colony, Jaipur-302004 E-Mail ID: legal01@mentorloans.co.in Phone +91 9414046526

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavour to do so within 7 days.

Step 3:

If your complaint still remains unresolved or if the complainant does not receive any response from the Company within 1 month from the date of complaint, you may directly approach the National Housing Bank for redressal of your complaints at below address:

National Housing Bank
Department of Regulation and Supervision,
(Complaint Redressal Cell)
4th Floor, Core- 5A, India Habitat Centre,
Lodhi Road, New Delhi- 110 003

The complainant can also approach the Complaint Redressal Cell in online mode by lodging its complaint at the link <https://grids.nhbonline.org.in>.

MENTOR HOME LOANS INDIA LTD.

MENTOR HOUSE, GOVIND MARG, SETHI COLONY, JAIPUR-302004 RAJASTHAN,
 Tel : 0141 – 2611999, 8946800800 Email:-info@mentorloans.co.in,
 Website: www.mentorloans.co.in