

CRESCENT FINSTOCK LIMITED & DOUBLEDOT FINANCE LIMITED GRIEVANCE REDRESSAL ESCALATION MATRIX

CUSTOMER COMPLAINT RECEIVED



If unresolved / dissatisfied

LEVEL 1

[ddfl_2002@yahoo.com/](mailto:ddfl_2002@yahoo.com)
[crescentfinstock@yahoo.com/](mailto:crescentfinstock@yahoo.com)

TAT: 7 Days



If unresolved / dissatisfied

LEVEL 2

Priyanka Raval

priyanka.raval@spjain.org

TAT: 14 Days



If unresolved / dissatisfied

LEVEL 3

Alwyn Dsouza

alwyn.dsouza@spjain.org

TAT: 30 Days



If unresolved / dissatisfied

LEVEL 4

RBI Complaint Management System (CMS)

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

As per RBI Guidelines



COMPLAINT RESOLVED