



The company commits and assures to provide the best possible recourse to resolve the grievance. Below are the steps which the customer needs to take for resolving his/her grievances: –

Step 1:

As the company operates through a web based p2p platform, the customer needs to lodge a complaint/grievance by sending a mail to grievances@lendbox.in and support@lendbox.in with subject line "Complaint & Grievance Register". The company shall respond to the complaint within 20 working days, from the date of receipt/lodgement of complaint. The company on receipt of the complaint shall examine the same and accordingly communicate in writing/email/phone, its response on the same to the customer or else suitable justification shall be provided in case the resolution of the complaint requires more than the time stipulated above.

Step 2:

If the customer is still not satisfied with the response received, or if the customer doesn't receive any response within 20 working days, then the customer can write, mail, fax or call to the Grievance Redressal Officer of the company as mentioned below: –

Mr. Nishant Jalan
Lendbox
C/O Zen Co-Works Professional Services
C-585, LGF, Defence Colony
New Delhi - 110 024
Mobile: +91-7982656923

After examining the matter, customer grievance/complaint shall be resolved within 20 working days.

Step 3:

If customer complaint still remains unresolved and is not redressed within a period of one month, the customer may approach to the regulatory authority of Non-Banking Financial Companies, i.e. Reserve Bank of India for redressal of customer complaints at below address:

The General Manager,
CEPD
Reserve Bank of India,
Department of Non-Banking Supervision, Central Office,
Centre I, World Trade Centre,
Mumbai-400 005.