GRIEVANCE REDRESSAL MECHANISM

CNH | CAPITAL

REQUEST REGISTRATION

1. Call Centre (0124 665055/1800 258 2644)

2. Email (care.capitalindia@cnhind.com)

3. Complaint Submission Form (CNH Capital Website)

4.Written Communication (CNH Industrial Capital (India) Private Limited 4th Floor, Plot No.14A, Sector-18 Maple Tower, Maruti Industrial Complex Gurgaon-122015

ACKNOWLEDGEMENT

Within 5 working days

Acknowledgement Number shared TAT for resolution informed

REQUEST / COMPLAINT REVIEW & RESOLUTION By CNHI Capital

SATISFIED ? YES
REQUEST CLOSED

NOT SATISFIED /
NOT RESOLVED IN TAT

ESCALATION TO GRIEVANCE REDRESSAL

Mr. Sunil Bajpai

Tel: +91-124 665 5055

Email: gro.capitalindia@cnhind.com

from 10.00 am and 6:00 pm, Monday – Friday, except on public holidays

SATISFIED ? YES
COMPLAINT CLOSED

NOT SATISFIED /
NOT RESOLVED

ESCALATION TO PRINCIPAL NODAL OFFICER

Ms. Rini Jangid

Tel: +91-124 6659104

Email: pno@cnhind.com

from 10.00 am and 6:00 pm, Monday – Friday, except on public holidays

SATISFIED ? YES
COMPLAINT CLOSED

NOT SATISFIED /
NOT RESOLVED IN 30 DAYS

ESCALATION TO RBI

Centralized Receipt and Processing Centre (CRPC)

Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160 017 Email – crpc@rbi.org.in Web: https://cms.rbi.org.in