

How to lodge complaints at BlackBuck Finserve Private Limited

BlackBuck Finserve Private Limited (a Reserve Bank of India registered Non-Banking Financial Company — Registration No. **N-02.00359**) believes that customer satisfaction is the cornerstone of our growth, and we always strive to exceed your expectations. On those rare occasions when we fall short, we will ensure that your concern is handled promptly, transparently and efficiently.

How to complain?

We provide multiple channels for our customers to lodge a complaint.

Level 1

- **Telephone:** +91 – 08046481828 from 9:00 AM to 6:00 PM on all working days (Monday to Friday)
- **Digital:** Email at support@blackbuck.com or via the official website <https://finserve.blackbuck.com> or via the BlackBuck Mobile App.
- **Postal:** BlackBuck Finserve Private Limited, Essae Vaishnavi-Summit, 1st Floor, No-6/B, 7th Main Road , 80 Feet Road, 3rd Block, Koramangala Industrial Layout, Corporation Ward No. 68, Kormangala, Bengaluru - 560034

Your concern should be resolved within 10 working days.

What if your concern is not resolved?

We have a three-tier escalation process for dealing with your complaints. If your complaint is not resolved within 10 working days of contacting the Level 1 channels above, you may escalate your concern as follows:

Level 2

Contact us at cs@blackbuck.com

Resolution time: Within 15 working days.

If your concern is still unresolved, you may escalate to:

Level 3: Principal Nodal Officer / Grievance Redressal Officer

Contact **Mr. Rajesh Kumar Naidu Yabaji** at nodalofficer@blackbuck.com or send a letter to:

Mr. Rajesh Kumar Naidu Yabaji,
Principal Nodal Officer / Grievance Redressal Officer,
BlackBuck Finserve Private Limited,
Essae Vaishnavi-Summit, 1st Floor, No-6/B, 7th Main Road , 80 Feet Road,
3rd Block, Koramangala Industrial Layout, Corporation Ward No. 68,
Kormangala, Bengaluru -560034.
Contact Number: +91 - 08046481828

Resolution TAT: Within 30 working days.

Level 4: Reserve Bank – Integrated Ombudsman Scheme, 2021

If we fail to resolve your complaint within 30 days, or if you are not satisfied with the resolution provided by us, you may file a complaint with the RBI Integrated Ombudsman:

- **Online:** <https://cms.rbi.org.in>
- **Toll-Free Number:** 14448 (9:30 AM to 5:15 PM, Monday to Friday, except holidays)
- **Email:** crpc@rbi.org.in



- **Address:** Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017

You may also lodge your complaint through the RBI Sachet portal at <https://sachet.rbi.org.in>.

Process Flow for Complaints

Grievance Redressal Matrix

