

Customer Grievance – Contact Details

Level-1 – Customer Service Team	Voice support details are 022-69821122 or email details of the Grievance at wecare@payufin.com
Level-2 – First Appeal	Mr. Suraj Sapte (Grievance Redressal Officer) If unsatisfied with the resolution provided at L1, email details of the Grievance at grievanceredressalofficer@payufin.com
Level-3 – Second Appeal	Ms. Bhavana Bharat If unsatisfied with the resolution provided at L2, email details of the Grievance at nodalofficer@payufin.com

Details of the Principal Nodal Officer

Name	Ms. Bhavana Bharat
Address:	PayU Finance India Private Limited, Wallace Towers, Second Floor, Crossing of Sahar Road, Vile Parle East Mumbai, Maharashtra, India, 400057
Phone Number:	022-69821177 [Monday to Friday between 10 AM - 7 PM]
Email:	nodalofficer@payufin.com

Link to Sachet Portal: <https://sachet.rbi.org.in/>

In case the Grievance is not redressed within a period of 30 days, the Customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI situated at 3rd Floor, RBI Building, Opp. Mumbai Central Railway Station, Near Maratha Mandir, Byculla, Mumbai 400008, Contact: cms.nbfcomumbai@rbi.org.in

Grievance Redressal Day would be conducted on every 3rd Wednesday of the month.
Visit our registered Office & meet the Grievance & Principal Nodal Officer for redressal of any unresolved grievances.

For more details please refer the Grievance Redressal Policy available on the website i.e. www.payufin.in at path <https://assets.payufin.com/docs/PayU-Finance-Grievance-Redressal-Policy-Jan-2025.pdf>

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