

### **Customer Grievance – Contact Details**

<b>Level-1 – Customer Service Team</b>	Voice support details are 022-69821122  or  email details of the Grievance at <a href="mailto:wecare@payufin.com">wecare@payufin.com</a>
<b>Level-2 – First Appeal</b>	Mr. Suraj Sapte (Grievance Redressal Officer)  If unsatisfied with the resolution provided at L1, email details of the Grievance at <a href="mailto:grievanceredressalofficer@payufin.com">grievanceredressalofficer@payufin.com</a>  <u>Phone Number:</u> 022-69821144 [Monday to Friday between 10 AM - 7 PM]
<b>Level-3 – Second Appeal</b>	Ms. Bhavana Bharat  If unsatisfied with the resolution provided at L2, email details of the Grievance at <a href="mailto:nodalofficer@payufin.com">nodalofficer@payufin.com</a>  <u>Phone Number:</u> 022-69821177 [Monday to Friday between 10 AM - 7 PM]

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### **Details of the Principal Nodal Officer**

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

**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](mailto: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](http://www.payufin.in) at path <https://assets.payufin.com/docs/PayU-Finance-Grievance-Redressal-Policy-Jan-2025.pdf>*

PayU Finance India Private Limited

Email: [info@payufin.com](mailto:info@payufin.com) Website: [www.payufin.in/](http://www.payufin.in/)

Registered Office: Wallace Towers, Second Floor,  
Crossing of Sahar Road, Vile Parle East Mumbai

CIN: U65910MH1992PTC068664



Maharashtra, India, 400057

Telephone: 022-26000868

Corporate Office:  
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Floor,  
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