

Customer Grievance – Contact Details

Level-1 – Customer Service Team	(i) Voice support details are 08069081112 or (ii) 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 carehead@payufin.com

Details of the Principal Nodal Officer

Name	Ms. Bhavana Bharat
Address:	PayU Finance India Private Limited, Empresa Building, Office No. 102 Second Road, Khar West, Mumbai, Maharashtra-400052.
Phone Number:	08069081110 [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

For more details please refer the Grievance Redressal Policy available on the website i.e. www.payufin.in at path <https://images.lazypay.in/new+payu-fin+web/pdf/customer-grievance-policy-Ver+7.pdf>

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