

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. Caroline Dharmaraj (Grievance Redressal Officer) If unsatisfied with the resolution provided at L1, email details of the Grievance at grievanceredressalofficer@payufin.com Phone Number: 022-69821144 [Monday to Friday between 10 AM - 7 PM]
Level-3 – Second Appeal	Ms. Bhavana Bharat (Principal Nodal Officer) If unsatisfied with the resolution provided at L2, email details of the Grievance at nodalofficer@payufin.com Phone Number: 022-69821177 [Monday to Friday between 10 AM - 7 PM]

Link to [Lodge a Complaint](#)

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-13-feb26-05032026.pdf>

PayU Finance India Private Limited

Registered Office: Wallace Towers, Second Floor,
Crossing of Sahar Road, Vile Parle East Mumbai
Maharashtra, India, 400057
Telephone: 022-26000868
Email: info@payufin.com
Website: www.payufin.in/
CIN: U65910MH1992PTC068664

Corporate Office: 9th Floor, Bestech
Business Tower, Sohna Road, Sector-48,
Gurgaon, Haryana 122002 India
Telephone: 0124-6624800/900

