

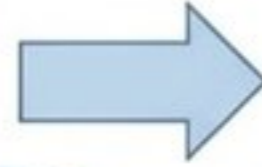
Flow chart - Grievance Redressal and Escalation Mechanism

Internal Grievance Redressal Mechanism (IGR)

Level 1: Customer facing channels

To Register your Complaint, Query or Request, you may:

1. Visit your nearest branch
2. Write an Email
3. Write a letter to us
4. Call on dedicated number



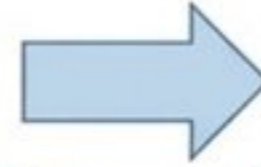
Level 2: Grievance Redressal Cell (GRC)

If Level 1 doesn't meet your expectations, you may contact our Grievance Redressal Officer.

You may:

1. Write an Email
contacts@tigl.co.in
2. Write a letter to us
3. Call on dedicated number
9096082470

- Please keep your previous complaint number readily available while contacting



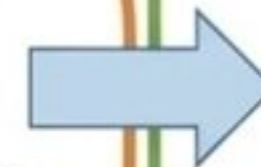
Level 3: Principal Nodal Office (PNO)

If Level 2 doesn't meet your expectations, you may contact our Principal Nodal Officer Aarti Pandey

You may:

1. Write an Email
compliance@teamindiagarantylimited.com
2. Write a letter to us
3. Call on dedicated number
022 48818487

- You may also Call or E-mail our Nodal Officers to register your grievance.



Alternate Grievance Redressal Mechanism (AGR)

Level 4: RBI Ombudsman (RBIO)

You may approach the Reserve Bank Integrated Ombudsman:

- If your issue remains unresolved after contacting Level 1, Level 2 and Level 3, OR,
- If you have not received response within 30 days of lodging a complaint.

You may:

1. Visit the Complaint lodging portal of the Ombudsman
2. Call at Contact Centre number:
14448
3. Write to Centralized Receipt and Processing Centre (CRPC), Reserve Bank of India, Central Vista, Sector 17, Chandigarh 160017.