

## **Complaints or Grievances**

At Protium, we go to incredible lengths to ensure an exceptional customer experience at every interaction. Our team constantly works on making your journey with us consistently simpler, faster and easier than before.

We know, however, that you might have an interaction with us that is less than ideal and would want to escalate it in order to reach a resolution. Should that be the case, please email us at [customerservice@protium.co.in](mailto:customerservice@protium.co.in) or you can reach out to us at +91 882 882 0004 and our team would be more than happy to assist you.

### **Level I**

#### **Customer Care Details**

If you have any complaints or grievances about any product or service of Protium, please reach out to us at [customerservice@protium.co.in](mailto:customerservice@protium.co.in) or you can reach out to us at +91 882 882 0004. Our team will be happy to assist you.

*For Samsung Finance + Customer may also contact us at [wecare@protium.co.in](mailto:wecare@protium.co.in) or contact us on **1800 209 1119**.*

### **Level II**

#### **Grievance Redressal Officer (GRO)**

After interacting with our team, if you feel the resolution that has been suggested by our team is unsatisfactory or not suitable to your needs, you may then reach out to the GRO. The GRO can be contacted anytime from Monday to Friday between 10.00 AM to 6.00 PM. For details, please refer to below link: <https://protium.co.in/regulatory/grievance-redressal-policy/>

### **Level III**

#### **Principal Nodal Officer (PNO)**

After interacting with our team, if you feel the resolution that has been suggested by our team is unsatisfactory or not suitable to your needs, you may then reach out to the PNO. The PNO can be contacted anytime from Monday to Friday between 10:00 AM and 6:00 PM. For details, please refer to below link: <https://protium.co.in/regulatory/grievance-redressal-policy/>

### **Level IV**

If the complaint / dispute is not redressed within a period of one month, the customer may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> Or send your complaint form (format available on the website under Integrated Ombudsman scheme 2022) to the below mentioned address:

The Officer Incharge, Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017