Protium

GRIEVANCE REDRESSAL PROCESS (along with escalation matrix)

If a customer has any grievance or complaint.

Level I

Customer Service Team

Nearest Branch

- 8828820004
- customerservice@protium.co.in
- Nirlon Knowledge Park (NKP), B2, 7th Floor, Pahadi Village, Off Western Express Highway, Cama Industrial Estate, Goregaon (East), Mumbai Maharashtra 400 063

Grievance not resolved within 7 working days customer may escalate to

Level II

Grievance Redressal Officer (GRO)

- 8591201937
- Mr Neeraj Komath- GRO@protium.co.in
- Nirlon Knowledge Park (NKP), B2, 7th Floor, Pahadi Village, Off Western Express Highway, Cama Industrial Estate, Goregaon (East), Mumbai Maharashtra 400 063

Grievance not resolved within 7 working days customer may escalate to

Level III

Principal Nodal Officer (PNO)

- 8591984415
- Mr. Dhrumil Shah
  principalnodalofficer@protium.co.in
  (Erstwhile: nodal.officer@protium.co.in)
- Nirlon Knowledge Park (NKP), B2, 7th Floor, Pahadi Village, Off Western Express Highway, Cama Industrial Estate, Goregaon (East), Mumbai Maharashtra 400 063

Grievance not resolved within 7 working days customer may escalate to

Level IV

RBI Complaint Management System (CMS)

- RBI CMS portal
  https://cms.rbi.org.in
- The Officer Incharge
  Processing Centre, Reserve Bank of India,
  4th Floor, Sector 17, Chandigarh 160017.

Grievance not resolved Within 30 days customer may escalate to RBI CMS

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 or you can reach out to us at +91 8828820004 and our team would be more than happy to assist you.

Level I - Customer Service team – 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 or you can reach out to us at +91 8828820004. Our team will be happy to assist you.

For Samsung Finance + Customer may also contact us at 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/wp-content/uploads/2026/05/Grievance-Redressal-Policy.pdf

Level III - RBI Complaint Management System as per the RBI Integrated Ombudsman Scheme

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.