

ESCALATION MATRIX

Escalation Level	Contact Person / Department	Contact Details	Purpose
Level 1	Customer Support	Customer Care Contact: +91-9004 11 7000 Email: customercare@mintifi.com	Register complaint or service request
Level 2	Grievance Redressal Officer/ Principal Nodal Officer (Alok Chawla)	Contact: +91-7208 010 469 Email: gro@mintifi.com	Escalate complaint if not resolved at Level 1
Level 3	RBI Ombudsman	Complaint Portal: https://cms.rbi.org.in Addresses of RBI Ombudsmen: https://www.rbi.org.in/Scripts/AboutUsDisplay.aspx?pg=BankingOmbudsmen.htm	RBI Ombudsman if not resolved within 30 days

Note for Customers: If the complaint is not resolved within 30 days, the customer may approach the Ombudsman under the Integrated Ombudsman Scheme, 2021 of the Reserve Bank of India through the Complaint Management System (CMS) portal