

Customer Grievance Redressal Process: Autotrac Finance Limited

This document outlines the three-stage process for escalating a customer complaint against Autotrac Finance Limited (ATFL).

STAGE 1: Primary Complaint (Level 1)

Initial stage for seeking a resolution directly from the company.

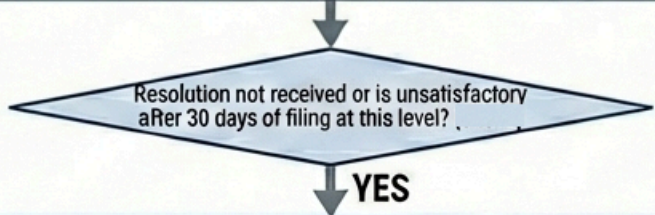
ROLE: Head of Operations (HOO)
EMAIL: customer.cars@atfl.co.in
CONTACT NUMBER: 0124-4141284
CORRESPONDENCE ADDRESS: Autotrac Finance Limited, Unit No 1808-1809A, 18th Floor, Tower 2, Magnum Global Park, Golf Course Extension Road, Sector 58 Gurgaon 122011
RESOLUTION PERIOD: 15 Days



STAGE 2: Escalation (Level 2)

If complaint is not resolved at Level 1, escalate to the designated Appellate Authority

ROLE: Principle Officer
EMAIL: contact@atfl.co.in
CONTACT NUMBER: 012D-4133935
CORRESPONDENCE ADDRESS: C 133A, 2nd Floor Noida Sector 2, 201301
RESOLUTION PERIOD: 30 Days (from the date of filing at Level 2)



STAGE 3: Regulatory Authority (Final External Stage)

File a complaint with the Reserve Bank of India (RBI) Ombudsman if the issue remains unresolved by ATFL's internal process

AUTHORITY: RBI Integrated Ombudsman Scheme, 2021
HOW TO FILE (RECOMMENDED): Use the online Complaint Management System (CMS) Portal: <https://cms.rbi.org.in>
FOR GUIDANCE: Call the Toll-Free Number: 14448
EMAIL: orpc@rbi.org.in
ADDRESS FOR PHYSICAL/EMAIL FILINGS: Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India 4th Floor, Sector 17 Chandigarh 160017