



MOTILAL OSWAL HOME FINANCE LIMITED (MOHFL) GRIEVANCE REDRESSAL MECHANISM

1. If you have any complaints, kindly contact our branch official to make entry in “Query Management Module” available at the branches.
2. Customer complaints shall be acknowledge within 7 days and resolution of same will be address within 30 days of receipt of complaints. The company after examining the complaint, will send final response to customers within 30 days from the receipt of complaints.
3. If customer is not satisfied with the resolution, then customer may directly lodge their complaint by use of following channels;

Calling our Customer Service Helpline on 8291889898 between;

Monday to Friday - 09:30 am and 6:00 pm

Saturday - 09:30 am and 6:00 pm (First Saturday of the month will be Holiday) or

Email us at: hfquery@motilaloswal.com; or

Write to us at the **below mentioned address:**

Motilal Oswal Home Finance Limited
Customer Service Cell
Motilal Oswal Tower, Rahimtullah Sayani Road,
Opposite Parel S.T. Depot, Prabhadevi, Mumbai-400025

4. In case the complaint is unresolved within the given time frame or if you are not satisfied with the solution provided by Company, the customer can approach to Grievance Redressal Officer. The name and contact of the **Grievance Redressal Officer** is as follows:

Ms. Aalia Shaikh

Contact: +91-22- 50362730

Email Id: hfgro@motilaloswal.com

If the complaint/dispute is unresolved, you may lodge your complaints to National Consumer Helpline at <https://consumerhelpline.gov.in/>

OR

If the complaint/dispute is unresolved within a period of 6 weeks, the customer may appeal to National Housing Bank at their GRIDS Portal at below mentioned link:

[https://grids.nhbonline.org.in/\(S\(0cixd2l420ampmiuolt4fxz2\)\)/default.aspx](https://grids.nhbonline.org.in/(S(0cixd2l420ampmiuolt4fxz2))/default.aspx)

OR

The customer may write to National Housing Bank on the following address;

To,
Deputy General Manager
National Housing Bank
Complaint Redressal Cell
Department of Regulation and Supervision
National Housing Bank, 4th Floor, Core-5A, India Habitat Centre, Lodhi Road,
New Delhi - 110 003.