



## Details of Nodal Officer and Ombudsman


*[As per The Ombudsman Scheme for Non-Banking Financial Companies (the "NBFC"), 2018 dated February 23, 2018 (the "Scheme") and Para No. 34A and Annex IX of Master Directions (the "Master Directions") for Systemically Important Non-Deposit Taking NBFC dated September 1, 2016 issued by Reserve Bank of India(the "RBI")]*

### **Nodal Officer:**

- Name: \*Mr. Iyer Parameshwaran Ramaswamy
- Designation: Vice President
- Address: 7th Floor, Dani Corporate Park, 158, C.S.T. Road, Kalina, Santacruz(East), Mumbai-400098
- Email-Id: [param.iyer@infina.in](mailto:param.iyer@infina.in)
- Tel. No. 022-66808308

### **Ombudsman Office:**

- C/o Reserve Bank of India, RBI Byculla Office Building
- Address: Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008
- STD Code: 022 | Telephone No : 2300 1280 | Fax No : 23022024
- Email : [cms.nbfcomumbai@rbi.org.in](mailto:cms.nbfcomumbai@rbi.org.in)

 The Salient Features of the Scheme is as per **Annexure "A"** attached herewith.

*\* as per the aforesaid Scheme and the Master Directions, the Grievance Redressal Officer is designated as Nodal Officer.*

#### **INFINA Finance Private Ltd.**

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**Appendix A**

**Ombudsman Scheme for Non-Banking Financial Companies, 2018 :**  
**Salient Features**

**Grounds for filing a complaint by a customer:**

- Interest/Deposit not paid OR paid with delay
- Cheque not presented OR done with delay
- Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.
- Notice not provided for changes in agreement, levy of charges
- Failure to ensure transparency in contract/loan a