

## Upmove Capital Private Limited

### Grievance Redressal Process – Flow Chart

Stage	Description	Timeline
<b>Customer Grievance</b>	Customer may raise a grievance through: <ul style="list-style-type: none"> <li>• <b>Email:</b> <a href="mailto:contact@upmove.in">contact@upmove.in</a></li> <li>• <b>Visit:</b> Company Office, Bengaluru</li> </ul> <b>Working Hours:</b> • Monday to Friday: 10:00 AM – 6:00 PM • Saturday: 10:00 AM – 5:00 PM (Except public holidays)	Acknowledgement within <b>7 working days</b>
<b>Level I – Company Support Team</b>	Complaint is registered, examined, and addressed by the customer support team.	Resolution or interim response within <b>7 working days</b>
<b>Level II – Grievance Redressal Officer (GRO)</b>	<b>Name:</b> Mr. Madan HM <b>Contact:</b> +91 91483 80504 <b>Email:</b> <a href="mailto:grievanceredressalofficer@upmove.in">grievanceredressalofficer@upmove.in</a>	Final response within <b>7 working days</b>
<b>Level III – Principal Nodal Officer (PNO)</b>	<b>Name:</b> Ms. Apeksha Gudhaka <b>Contact:</b> +91 97392 93231 <b>Email:</b> <a href="mailto:principal.nodal.officer@upmove.in">principal.nodal.officer@upmove.in</a>	Final response within <b>15 working days</b>
<b>Level IV – RBI Ombudsman</b>	If the complaint is unresolved within <b>30 days</b> or the customer is dissatisfied with the response, the customer may approach RBI through: <ul style="list-style-type: none"> <li>• <b>CMS Portal:</b> <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a></li> <li>• <b>Email:</b> <a href="mailto:crpc@rbi.org.in">crpc@rbi.org.in</a></li> </ul> <b>Post:</b> Consumer Education and Protection Department (CEPD) Centralised Receipt and Processing Centre (CRPC) Reserve Bank of India Sector 17, Chandigarh – 160017, India	As per RBI Ombudsman Scheme