**Redressal of Customer Grievances Flowchart:**

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| **Level-1** | *To reach our Customer Service Helpline:*<br>⇨ Call at 1800-103-303-3 *(Our helpline is operational from Monday to* Friday*/ 10.00 a.m. to 5:00 p.m)*<br>⇨ E-mail us: - carehl@caprihomeloans.com<br>⇨ Send a written correspondence to the following address:<br>Customer Service, Capri Global Housing Finance Limited, 502, Tower A, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai 400013.<br>⇨ Visit the nearest Capri Home Loan branch (Monday to Friday(Except Public Holidays) during the working hours from 10:00 A.M to 5:00 P.M.) |
| **Level-2** | In case complaint is not been resolved within the defined TAT or If the resolution provided by Level 1 does not meet your expectations. We kindly request you to contact our Principal Nodal Officer<br>⇨ Call - 022-41799738<br>⇨ Email – nodalofficer@caprihomeloans.com<br>(Monday to Friday(Except Public Holidays) during the working hours from 10:00 A.M to 5:00 P.M.) |
| **Level-3** | If the complaint / dispute is not redressed within the defined TAT, the customer may approach to National Housing Bank, to lodge a complaint at GRIDS portal :<br>https://grids.nhbonline.org.in<br>Or to the Officer-In-Charge of the of NHB, India Habitat Centre Lodhi Road, New Delhi- 110003 |