

Grievances Redressal

Level 1

Customer may lodge their complaint through below mode:-

Online Mode

- Customer may lodge their complaint by visiting OXYZO's official website i.e. www.oxyzo.in

[Click here to register your complaint.](#)

Offline Mode

Customer may lodge the Complaint via letter, WhatsApp, email, or other channels.

Customer Support No. :91-7353013499

Email: getsupport@oxyzo.in

Customer care team shall resolve the issues/concern/complaint raised by the customers at First level

Level 2

Customers who wish to provide feedback or send in their complaint related to services of OXYZO Financial Services Limited including the issues relating to services provided by the outsourced agency may use the following channels between 10:00 am and 6:30 pm, from Monday to Friday (except on public holidays) or not satisfied the resolution provided by the Customer Care Team, may contact the Grievance Redressal Officer (GRO) of the company.

Name of the Grievance Redressal Officer:	Mr. Abhishek Goyal
Address:	Global Business Park, First Floor Tower A, Sector 26, MG Road, Gurugram - 122001, India
Tel:	91-7353013499
E-mail ID:	grievanceredressal@oxyzo.in

Any complaint which is partially or wholly rejected shall be referred by the Company only, to Internal Ombudsman Officer (IO) for resolution.

The IO shall examine the complaints based on records available, including documents submitted by the complainant, and comments/clarifications furnished by the Company to the specific queries of the IO. The IO may seek additional information from the complainant through the Company, if required.

Level 3

If a customer is not satisfied with the resolution provided through above channel or if the complaint/dispute is not redressed within a period of 30 days, the customer may lodge their complaint with RBI at Centralized Receipt and Processing Centre through following mode:

Through Online Mode	https://cms.rbi.org.in
Through Email id	CRPC@rbi.org.in
Through physical mode	Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017
Toll Free Number	14448 (9:30 am to 5:15 pm) (Monday to Friday)