

Complaint Registration Process

1

Raise Your Complaint

Visit any of our Branches

Call our Helpline: 1860-267-3000

2

Escalation Level I — Grievance Redressal Officer

If no response / acknowledgement is received within 7 days, please reach out to our Grievance Redressal Officer at:

gro@iiflhomeloans.com

itgro@iiflhomeloans.com

Office Address:

IIFL Tower, 98, Udyog Vihar, Phase-IV,

Near Maruti Gate no-3, Gurgaon, Haryana -122016

3

Escalation Level II — Nodal Officer

If no response received within 15 days of escalation to level I, or the response being unsatisfactory, please reach out to our Nodal Officer at

no@iiflhomeloans.com

Office Address:

IIFL Tower, 98, Udyog Vihar, Phase-IV,

Near Maruti Gate no-3, Gurgaon, Haryana -122016

4

Escalation Level III — National Housing Bank

If no response received within a period of one month, or the response being unsatisfactory, please reach out to Complaint Redressal Cell of National Housing Bank (NHB) at

<http://grids.nhbonline.org.in>

Office Address:

National Housing Bank Department of Supervision

(Complaint Redressal Cell), 4th Floor, Core 5-A,

India Habitat Centre, Lodhi Road, New Delhi - 110003