
TOMORROW CAPITAL ENTERPRISES PRIVATE LIMITED

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

Modified by the Board at its Meeting held on 29th July 2024 in substitution of the earlier mechanism.

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

The Company's has been classified as an investment company and occasionally lends to retail borrowers apart from the Investee companies/ other corporate borrowers.

As part of policy, we have given the following hierarchy for redressing customer grievance, in case it arises. There is a three level Grievance Redressal Mechanism (including the escalation matrix) to resolve any of the customer grievances regarding 'deficiency in service' on the part of the Company. Other queries and service requests from customers will not be treated as customer complaints but will be attended to and answered appropriately.

First point of contact

1. Kind attention: **PAYAL JAIN, Executive Company Secretary**
2. Email address: **compliance@tomorrowcapital.in**
3. Place: **3rd Floor, Lodha Excelus, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai 400011.**
4. Contact number: **022-71519034**

1st Escalation

1. Kind attention: **YOGESH VADHWANA, Director and Company Secretary**
2. Email address: **yogesh.vadhwana@lodhaventures.com**
3. Place: **3rd Floor, Lodha Excelus, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai 400011.**
4. Contact number: **9920174820**

2nd Escalation

1. Kind attention: **SANDEEP SAXENA, Director**
2. Email address: **sandeep.saxena@lodhaventures.com**
3. Place: **3rd Floor, Lodha Excelus, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai 400011.**
4. Contact number: **9930314079**

If complaint remains unresolved, then customer has freedom to approach RBI and other Regulatory Authorities.