**PURPOSE OF THE OMBUDSMAN SCHEME FOR NON-BANKING FINANCIAL COMPANIES, 2018**

The Scheme is introduced with the object of enabling resolution of complaints free of cost, relating to certain aspects of services rendered by certain categories of non-banking financial companies registered with the Reserve Bank, to facilitate the satisfaction or settlement of such complaints, and matters connected therewith.

The Ombudsman Scheme for Non-Banking Financial Companies, 2018 is available with the Principle nodal officer / Nodal officer of the Company.

The Ombudsman Scheme for Non-Banking Financial Companies, 2018 is also available in the website of the Company www.orangeretailfinance.com.

**CONTACT DETAILS OF THE PRINCIPAL NODAL OFFICER / NODAL OFFICER / GRIEVANCE REDRESSAL OFFICER OF THE COMPANY (Across all locations)**

For Complaints / Dispute, please contact: -

Name: Ms. Vasanthi P

Designation: Vice President – Internal Audit

Orange Retail Finance India Private limited

Address: No. 5, 5th Main Road, Kasturibai Nagar, Adar, Chennai - 600020

Phone No: 044-4077 4077, Mobile: 86675 99292

Email ID: [compliance.rbi@orangeretailfinance.com](mailto:compliance.rbi@orangeretailfinance.com)