1

Sakshi Sharma, Operations Specialist

Raise your complaint over email.

Email Id: sakshi@evamfinance.com

Not resolved / not satisfied within 14 working days

2

Madhusudan Goud, Grievance Redressal Officer / Nodal Officer

Escalate in writing quoting your original complaint reference. The Nodal Officer reviews the case and coordinates with the concerned department.

Contact: Madhusudan Goud, Head-Operations & Risk Controls, madhusudan@evamfinance.com

Not resolved / not satisfied within 30 working days from the date of original complaint receipt

3

Akella Shri Ram Vamsi, Principal Nodal Officer

Senior officer designated under the company's Internal Grievance Redressal (Ombudsman) Mechanism, responsible for the final internal review of unresolved complaints.

Contact: Akella Shri Ram Vamsi, CEO, vamsi@evamfinance.com

Not resolved within 15 working days of escalation or not satisfied with the resolution

4

RBI Ombudsman — Reserve Bank Integrated Ombudsman Scheme (RB-IOS), 2021

File a complaint with the RBI Ombudsman free of cost. Portal: cms.rbi.org.in | Toll-free: 14448 (for assistance) | Email: crpc@rbi.org.in

Appeal against Ombudsman's decision, within 30 days

5

Appellate Authority, Reserve Bank of India

Final appeal against the Ombudsman's decision or closure of complaint, reviewed by the Deputy Governor-in-charge, RBI.