

ESCALATION MATRIX:

Primary Level (Escalation Level 1):

In case the customer is aggrieved by the resolution provided by the Company, the Customer can write to the Grievance Redressal Officer of the Company at:

Email: gro@hiveloopinternet.com

Mobile: +91 9986148437

Further, the customer can also register his/ her complaint through the above channels.

HIPL has a Grievance Redressal Officer and a required team who shall be responsible for the implementation of customer service and complaint handling. The Grievance Redressal Officer's contact details are accessible on HIPL's website at the link provided below:

<https://pay.udaan.com/>

An assurance is given to the customer that he/ she will receive a response within 07 working days and due efforts will be made to resolve the complaint well before that.

Secondary Level (Escalation Level 2):

If the customer is not satisfied with the resolution received from above channels, or if the customer does not hear from us within 07 working days, the customer can write to the Nodal Officer of the Company at grievance-redressal@udaan.com.

An assurance is given to the customer that he/ she would receive a response within 30 days and due efforts will be taken to resolve the complaint well before that.

HIPL has a Nodal Officer and a required team who shall be responsible for the implementation of customer service and complaint handling. In case of unresolved issues of the customers despite the process, escalations provided above the customer will have an option to contact the Nodal Officer. The Nodal Officer's contact details are accessible on HIPL's website at the link provided below:

<https://pay.udaan.com/>

Third Level (Escalation Level 2):

If the complaint/dispute is not redressed by the Nodal Officer within 30 days, the customer may appeal to the RBI Ombudsman under the RBI Integrated Ombudsman Scheme, 2021 that includes the purpose of the Ombudsman scheme. For additional details and FAQs, please click: [RBI Integrated Ombudsman Scheme, 2021](#). Further, a complaint can be registered on the link provided below:

<https://cms.rbi.org.in/cms/indexpage.html#eng>