

Customer Complaint Process

Customers can raise complaints through any of the following channels: Branch Visit, Customer Care, Email, and Website Complaint Form.

Complaint Escalation Process





Anchorage Finkred Private Limited

Have any Query/Complaint regarding the Platform, Repayment schedule, Processing Fee and / or any other charges or any other concerns related to the product?

- i. Submit complaint/query/request at info@anchoragefinkred.com (Please ensure to mention your loan account number and contact number in the email)
- ii. Call us on 033- 6645 2400 between 10:00 AM and 06:00 PM from Monday to Saturday

Escalation Matrix

Level	Contact Person	Resolution Timeline	Email ID	Contact No
Level 1	Customer Care / Branch	3 Working Days	info@anchoragefinkred.com	9789011874
Level 2	Branch Manager	7 Working Days	Credit@anchoragefinkred.com	8610447596
Level 3	Nodal Officer	15 Working Days	venkataramanan.murthy@anchoragefinkred.com	9840975499

Nodal Officer Details

Name: T M. Venkataramanan

Designation: Nodal Officer

Email ID: venkataramanan.murthy@anchoragefinkred.com

Phone Number: 9840975499

Address:

Anchorage Finkred Private Limited*
Ground Floor, Flat A, No:118/1(72/1),
Vijayashree Apartments, Kamaraj Avenue 2nd Street,
Adyar, Chennai – 600020

RBI Ombudsman

If your complaint is not resolved within 30 days or you are not satisfied with the response, you may approach the RBI Integrated Ombudsman.

Website: <https://cms.rbi.org.in>

Toll Free Number: 14448

Fort Glacis, Chennai 600001

STD Code: 044

Tel No. 25395964

Email: crpc@rbi.org.in

RBI Online Complaint

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

Important Note

Please keep your complaint reference number for future communication and escalation.