

Grievance Redressal

Level 1

The customer may raise complaint orally via phone, in writing or electronically (e.g., email, Website) to the Branch office/Manager under 'Customer Care' section of our website, i.e., www.cbhfl.com or at customercare@cbhfl.com.

Business Hours for Complaint Submission: Complaints to the Branch Manager may be made between 10:00 A.M. and 6:00 P.M. (Except on Weekly Closing Days and Holidays).

Level 2

If Customer does not get response of his/her complaint within 10 days after lodgment of his/her complaint at Level 1 Customer Care, he/she may post their complaint to Grievance Redressal Officer at grievanceredressal@cbhfl.com or contact on 7024110017.

Level 3

If the complaint remains unresolved or is unsatisfactorily addressed after 10 days from Level 2, he/she may post their complaint to Central Nodal Officer at Cent Bank Home Finance Limited, Central Bank of India Building MMO, 6th Floor, MG Road, Flora Fountain, Hutatma Chowk, Mumbai - 400023 or Email on jollyb.philips@cbhfl.com or contact on 022-69519315.

If complaint is not resolved or non-addressal of the complaint to the customer's satisfaction, within 30 days after escalation, the customer may approach National Housing Bank at the address given below:

NATIONAL HOUSING BANK,

Department of Regulation and Supervision, (Complaint Redressal Cell), 4th Floor, Core- 5A, India Habitat Centre, Lodhi Road, New Delhi - 110003

<https://grids.nhbonline.org.in/> www.nhb.org.in