

Procedure for filing complaint/grievance

[In compliance with the directions of the Hon'ble High Court of Delhi issued in the matter of W.P.(C) 16659/2022 & CM APPL. 52510/2022]

- A customer may lodge / escalate a complaint / grievance with the Nodal Officer / Grievance Redressal Officer of the Company – Mr. Uttam Bagri, through any of the following modes:
 - i. Written application to be submitted at the Corporate office of the Company at **173, 17th Floor, 209, Atlanta Building, Jannalal Bajaj Marg, Nariman Point, Mumbai - 400021**
 - ii. Email on uttambagri@gmail.com
 - iii. Telephone call on **022 22720000**
- Every complaint so received shall be **duly acknowledged and recorded**
- If the complaint is not resolved **within thirty (30) days** from the date of lodging, or if the customer is not satisfied with the resolution provided by the Company, the customer may approach the Reserve Bank of India through the Complaint Management System (CMS) at <https://cms.rbi.org.in>

Pyxis Finvest Limited

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