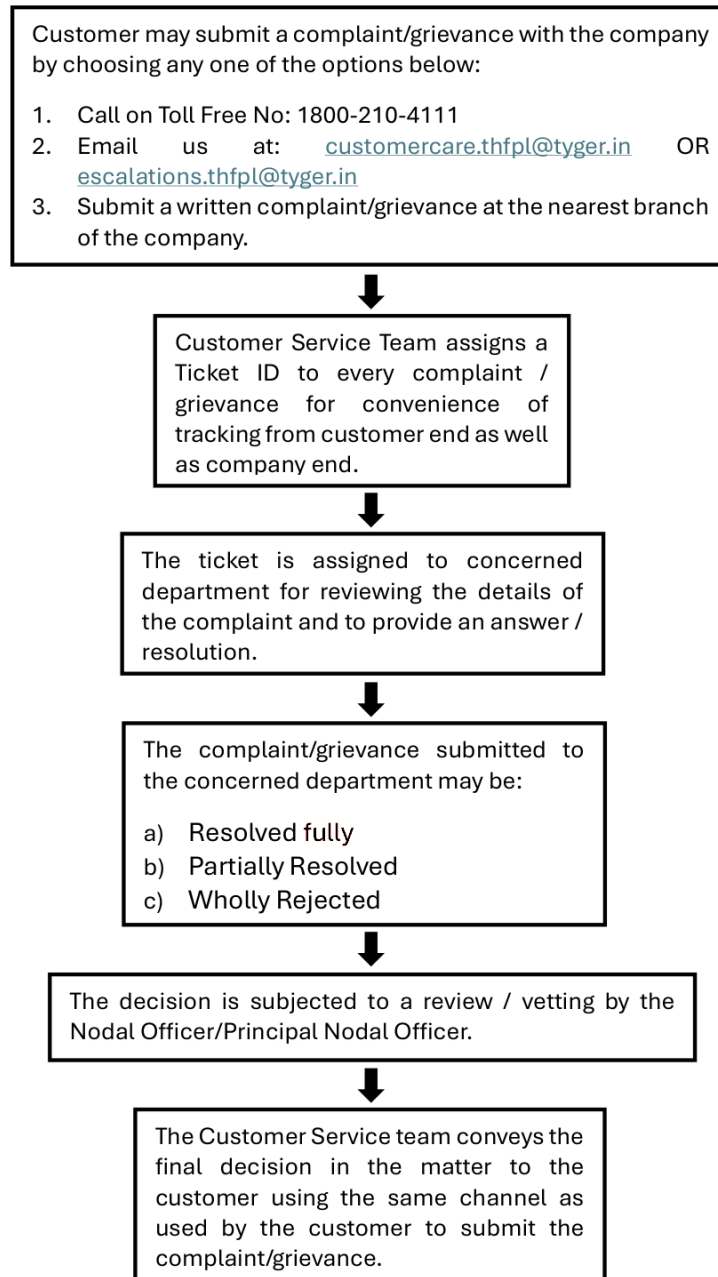


## Complaints raising flow for Tyger Home Finance Pvt Ltd (THFPL)



### THFPL Escalation Matrix:

Level 1: Modes mentioned above  
 Level 2: [escalations.thfpl@tyger.in](mailto:escalations.thfpl@tyger.in)  
 Level 3: [pno@tyger.in](mailto:pno@tyger.in)

**Incase customer believes that there is Deficiency in service and is not satisfied with the resolution/decision of the company; customer may further take up the matter with RBI Ombudsman by filing a complaint on**

- RBI CMS Portal (<https://cms.rbi.org.in>) or other portals of Govt. of India and other authorities
- GRIDS (<https://grids.nhbonline.org.in/>) only for Housing Loans