



CIN: U65920MH1995PTC090558

Website: www.speelfinance.com

Email: company@speelfinance.com

Reg.Office: 2,3 Zal Complex, Sadar, Nagpur – 440001

Integrated Ombudsman Scheme, 2026

Details of Principal Nodal Officer

The details of the Principal Nodal Officer of the Company as per Reserve Bank of India's Integrated Ombudsman Scheme, 2026 dated January 16, 2026 is given below:

Name: Mr. Augustin Babu

Address: 2,3 Zal Complex, Sadar, Nagpur – 440001

Contact: 9284209814

Email ID: nodal@speelfinance.com

Steps if grievance is not addressed by Speel Finance Company Private Limited (“the Company” or “Speel”)

In case the Customer does not receive any response from the Company or if the Complaint / Grievance is not resolved within a period of 30 days from its date of receipt, the Customer may file a complaint with RBI Ombudsman:

- online through the CMS portal of RBI along with the details guided by RBI (not later than one year after the reply from Company or within one year and 30 days if no reply is received from the RE) at the following link:

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

- The complaint may also be submitted through e-mail at CRPC@rbi.org.in in such format as specified in Annex as mentioned in the Scheme or
- sent in physical mode (letter/post) in the form as specified in Annexure in the scheme (issued by RBI) to the ‘Centralized Receipt and Processing Centre’ set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017. The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorized representative
- Call on the Toll-Free number: 1800-103-2683 between 9:30 AM and 6:00 PM

PROCESS FOR FILING COMPLAINT

STEP 1:	Written Complaint to RE
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STEP 2:	At the end of 30 Days: <ul style="list-style-type: none">• Complaint rejected wholly/partly by RE and customer remains dissatisfiedOR• No reply received from RE
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CONDITION: Customer has NOT approached any other forum



STEP 3:	File Complaint with Ombudsman Time Limit: <ul style="list-style-type: none">• Within 1 year from reply received from RE• OR 1 year + 30 days if no reply received from RE
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MODE OF FILING: 1. CMS Portal: https://cms.rbi.org.in 2. Electronic/ Physical mode to: Centralized Receipt & Processing Centre (CRPC) <ul style="list-style-type: none">a. Email: CRPC@rbi.org.inb. Address: CRPC, RBI, Central Vista, Sector 17, Chandigarh – 160017 3. Toll-Free number: 14448 (Timing - 9:30 am to 5:15 pm)
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