

PROCEDURE FOR LODGING A COMPLAINT



We are committed to the fair, transparent and timely resolution of all customer concerns.

How to lodge a complaint via our website



Visit the ICICI HFC website
(www.icicihfc.com/en/about-us/contact-us)

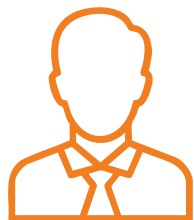
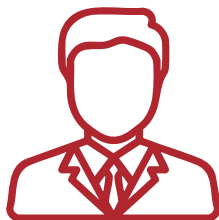
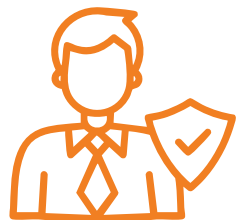


Click on
Complaints section



Select the complaint level
(Level 1, Level 2, Level 3 or Level 4)*

*SERVICE ESCALATION MATRIX

LEVEL	LEVEL	LEVEL	LEVEL
 CUSTOMER CARE	 GRIEVANCE REDRESSAL OFFICER (Mr. Hrishikesh Kadam)	 HEAD CUSTOMER SERVICE	 NATIONAL HOUSING BANK (NHB)
1) Any fresh complaint or grievance may be submitted via any of the customer care channels -  Call - 1800 267 4455  Email - customer.care@icicihfc.com  Visit nearest branch through our branch locator - www.icicihfc.com/en/about-us/branch-locator 2) The company shall acknowledge all interactions with a Service Request (SR) number for tracking and timely closure	1) Once you have reached out via Level 1 and are dissatisfied with the response or have not received a response within the stipulated timeline, you may reach out to the Grievance Redressal Officer  Email - nodal.office@icicihfc.com  Call - 022-66493844 2) The company shall acknowledge all interactions with a SR number for tracking and timely closure	1) If you are dissatisfied with the response received or do not receive a response within the stipulated timeline after escalating to Level 2, you may escalate this to the Head Customer Service  Email - servicehead@icicihfc.com 2) The company shall acknowledge all interactions with a SR number for tracking and timely closure	1) If the issue remains unresolved after approaching Level 2 and 3 or the company has not provided any status update or resolution within 21 days, the customer may approach National Housing Bank (NHB) for grievance redressal  https://grids.nhbonline.org.in  Physical Letter Customers can write on the address given below: National Housing Bank Department of Supervision (Complaint Redressal Cell) 4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi - 110003
TAT 10 Working Days	TAT 10 Working Days	TAT 10 Working Days	TAT 21 Working Days



WE ARE HERE TO LISTEN AND RESOLVE