

UNACCO FINANCIAL SERVICES PVT. LTD.

CUSTOMER COMPLAIN, SUGGESTION and FEEDBACK FORM

Dear Customer,

We, at UNACCO Financial Services Pvt. Ltd, are committed to serve you to your satisfaction and make your experience of patronizing Unacco Financial Services Pvt. Ltd an enjoyable one. However, should you feel that our services are not up to the mark and wish to lodge your complaint, we welcome your valuable suggestions and feedback. Our endeavor shall be to convert your complaint into a compliment.

The matter may be brought to the notice of the concerned Branch Manager/In-Charge for its immediate redressal. Kindly Obtain this complaint Form Branch or Download and submit it against acknowledgement. You can also fill the form in feedback section in our website Unacco.in and submit directly.

PLEASE CONTACT BRANCH MANAGER WHO IS THE FIRST POINT FOR IMMEDIATE REDRESSAL OF GRIEVANCE

Name	<input type="text"/>	Account Number:	<input type="text"/>
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Mobile Number (If any)	<input type="text"/>	Address:	<input type="text"/>
Unacco Branch Name	<input type="text"/>	State:	<input type="text"/>

Category of Complain (Pls tick)

<input type="checkbox"/> First Loan not Sanctioned	<input type="checkbox"/> Re-sanction Not Provided	<input type="checkbox"/> Customer Service by Staff	<input type="checkbox"/> Others
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Please give brief details of your Complaint & Suggestion:-

(Max 200 Words)

<input type="text"/>

Kindly provide your following feedback (Pls tick)

1. Does the BM & RO teach you about the meaning of Grievances Redressal Mechanism?

<input type="checkbox"/> Yes	<input type="checkbox"/> NO
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2. Whether you were received with courtesy?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Needs improvement
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3. Whether you are adequately guided about our Rate of interest, Loan Process and Repayment Process?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Needs improvement
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4. Do you receive the acknowledgement with ease?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Needs improvement
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5. Does the RO/BM told you about the Client Protection Principles?

<input type="checkbox"/> Yes	<input type="checkbox"/> NO
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6. Does the BM Visit your centre?

Before Loan		After Loan	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

7. Whether any coercive method is applied by the staffs at the time of recovery?

<input type="checkbox"/> Yes	<input type="checkbox"/> NO
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Signature of the Official (Receiver)

Full Name:

Signature of the Complaint

Date:

Our Helpline Number -9854083184