

Aadhaarshila Enroll Systems Pvt. Ltd.



Customer Service Channels for Domestic Money Transfer Services

Escalation Level 1

If you have any suggestions / queries / complaints regarding Money Transfer Service, Please contact us at +91-9243000200 between [9:00 AM] to [6:00 PM] on all working days except Government and Public holidays like:

- Republic Day - 26th January
- Independence Day - 15th August
- Gandhi Jayanti - 2nd October

Call charges will be applicable as per tariff plan. [The number is not toll free]
You can also email us your suggestions/queries/complaints at support@myaadhaarshila.com

Escalation Level 2

If you are not satisfied with the response from support@myaadhaarshila.com & the Customer care @ +91-9243000200, you can Email us at banking@myaadhaarshila.com with the reference ticket number generated from support@myaadhaarshila.com.

OR

You can write to us at **211-A, 2nd Floor, Triveni Complex, E-10-12, Jawahar Park, Laxmi Nagar, Delhi-110092**

Telefax: 011-42487414

Timelines for Response:

- Queries/Concerns related to account details, transactions will be resolved within **48 working hours**
- Account Deactivation: **72 working hours**

All Issues will be resolved within 5 working days. Should we require more time for further

investigation, necessary information with revised resolution timelines and reasons for delay will be shared. For all the above instances, we will be generating a request number through our Service Request Portal

Escalation Level 3

Nodal Officer@ Eko India

If you are not satisfied with the resolution provided by our customer service channels, you can contact our nodal officer with the service request number at any of the following sources.

1. Nodal Desk- Monday to Friday from 10:00 AM to 6:00 PM

Eko India Financial Services Pvt. Ltd.
3rd Floor, Phase 2 Building,
Plot No. 34, Institutional Area
Sector 44, Gurgaon-122 003,
Haryana

2. Email us at

- ✓ cs@eko.co.in
- ✓ nodaldesk@eko.co.in

3. You can also write to the Nodal officer at:

Nodal Officer

Eko India Financial Services Pvt. Ltd.
3rd Floor, Phase 2 Building,
Plot No. 34, Institutional Area Sector 44, Gurgaon-122 003,
Haryana

Escalation Level 4

In case your complaint remains unresolved, within 30 days of registering the complaint at Level 3, you may approach the Department of Payments & Settlement System (DPSS) of the Reserve Bank of India:

Address:

General Manager
Department of Payment & Settlement Systems,
Reserve Bank of India,
Ground floor, 6 Sansad Marg,
New Delhi- 110001