

**Customer  
Grievance  
Redressal**

**Level 5**  
RBI Ombudsman  
[cms.rbi.org.in](http://cms.rbi.org.in)  
[crpc@rbi.org.in](mailto:crpc@rbi.org.in)

**Level 1**  
Branch Resolution  
Contact Branch  
Manager/Area  
Manager at  
branch  
Resolve within 3  
working days

**Level 2**  
Customer Care  
Toll Free:  
18002107890  
[customercare@lo  
lcindia.com](mailto:customercare@lo<br/>lcindia.com)  
Resolution within  
7 days

**Level 3**  
GRO / PNO  
Phone:  
8655410866  
[bala@lolcindia.co  
m](mailto:bala@lolcindia.co<br/>m)

**Level 4**  
MFIN Escalation  
Toll Free:  
18001021080  
[contact@mfinindi  
a.org](mailto:contact@mfinindi<br/>a.org)