

## **Grievance Redressal Mechanism**

We are committed to provide all the assistance on products and services offered by us

John Deere Financial India Private Limited has established Complaint Redressal Mechanism for all our customers. All complaints relating to company and its outsourced agencies/vendors, would be registered and tracked to facilitate redressal of the grievances, we established the following process

### **Level 1:**

Customers who wish to provide feedback or send in their Complaints/Grievances can be registered at the following channels between 9:30 am and 6:00 pm, from Monday to Friday (except on public holidays).

- ❖ Call our customer care Centre: 1800 209 1034
- ❖ Email us @ [jdfindiastomercare@johndeere.com](mailto:jdfindiastomercare@johndeere.com)

### **Level 2:**

If the complaint is unresolved within the given time frame or if the customer is not satisfied with the solution provided by John Deere Financial India Private Limited, the customer can approach the Grievance Redressal Officer. The name and contact numbers of the Nodal Officer/Grievance Redressal Officer is as follows:

Name: Mr. Sanjeev Palnitkar  
Principal Nodal Officer/ Grievance Redressal Officer,  
John Deere Financial India Private Limited  
2<sup>nd</sup> Floor, Tower 15, Magarpatta City, Cybercity  
Hadapsar, Pune – 411 013  
Land Line: 020-67032827  
Mob: 9607970510  
Email id: [PalnitkarSanjeev@JohnDeere.com](mailto:PalnitkarSanjeev@JohnDeere.com)

(Contact between 9:30 am and 05:00 pm, from Monday to Friday except on public holidays)

### **Level 3:**

If the complaint is unresolved within 30 days, you may appeal to the Ombudsman of RBI at the address given below:

The Reserve Bank of India,  
Centralized Receipt and Processing Centre,  
4th Floor, Sector 17, Chandigarh - 160017.  
Email id: CRPC@rbi.org.in  
Toll-free number: 14448 (9:30 am to 5:15 pm)  
Online Complaint Filling Portal: <https://cms.rbi.org.in>

Salient feature of RBI Integrated Ombudsman Scheme, 2021 are given in Annexure I and are also available on our website at <https://www.deere.co.in/en/our-company/disclosure-policies-and-notice/>