

Customer Complaint Redressal Mechanism

Acsys Investments Private Limited

Background

This document is being hosted on the website of Acsys Investments Private Limited pursuant to the requirements communicated by the Reserve Bank of India vide notification CO.CEPD.PRS.No.S863/13-01-008/2025-2026, in compliance with the directions of the High Court of Delhi in the matter W.P.(C) 16659/2022 and CM APPL. 52510/2022.

Applicability

Acsys Investments Private Limited is classified as an NBFC – Type I Base Layer (Non-Deposit Taking). The Company does not accept public deposits and does not have an external customer-facing lending or retail interface. Accordingly, the customer complaint redressal framework prescribed for customer-facing regulated entities may not ordinarily apply to the Company.

However, in the interest of transparency and good governance, any member of the public wishing to raise a grievance or complaint may do so through the mechanism provided below.

Complaint Redressal Flowchart

