Groww Creditserv Technology Private Limited

Details of Lending Service Provider (LSP) and Digital Lending App (DLA)

Sr No.	Name of the Lending Service Provider (LSP)/Digital Lending App (DLA)	Name of App	Nature of Services availed from LSP/DLA	Additional information as per Digital Lending Guidelines
1	Billionbrains Garage Ventures Limited (Groww)	- Groww Credit App - Groww App	- Acting as **Digital Lending Application** (DLA) Provider - **LSP (Lending Service Provider)** Services viz. Customer Identification and Loan Processing, Incidental services related to Loan Pricing and Underwriting, Servicing, Technology assistance in KYC process & Information Technology and Security services.	Refer below table
2	Groww Serv Private Limited	-	Collection and Recovery Agent & Customer Support Service as a LSP	
Website and App links of LSP and DLA			Website of LSP/DLA - Click Here Google Play Store App link for **Groww Credit App** - Click Here Google Play Store App link for **Groww App - Click Here** Apple App Store App link for **Groww Credit App** - Click Here Apple App Store App link for **Groww App - Click Here**	
Grievance Redressal Link - https://groww.in/help or refer to the "Help & Support" section in Groww Credit App.				

Information about loan product	1. Personal Loan (Term Loan) 2. Loan Against Securities (Mutual Funds, Shares etc.)
Lender Name	Groww Creditserv Technology Private Limited (NBFC)
Name of Lending Service Provider (LSP)	1. Billionbrains Garage Ventures Private Limited (Brand Name - Groww) 2. Groww Serv Private Limited
Link to sachet portal	https://sachet.rbi.org.in/
Link to CMS portal	https://cms.rbi.org.in/cms/indexpage.html#eng
Privacy Policy of LSP/DLA	https://credit.groww.in/pages/groww-credit-privacy-policy
Privacy Policy of Groww Creditserv (NBFC)	https://www.growwcredit.in/privacy-policy

Particulars of Customer Care and Grievance redressal mechanism

Details of Nodal Officer and Grievance Redressal Official of LSP/DLA

- Go to the **'Help & Support' tab** available on Groww Credit App >> Tap on 'Others' >> Tap on 'What is the process for escalating a complaint or issue related to loans?'>> Refer details of nodal officer in Level 2
- **On LSP/DLA Website -** https://credit.groww.in/pages/other-disclosures

Name: Dharmesh Palan
Email: grievanceofficer@groww.in
Call : +91 9108800000
Address : Vaishnavi Tech Park, 3rd Floor Sarjapur Main Road, Bellandur Bengaluru – 560103

Details of Grievance Redressal Officer and Principal Nodal Officer of NBFC

https://www.growwcredit.in/documents/grievance-redressal-mechanism.pdf

Grievance Redressal Officer / Nodal Officer
Name - Mr. Kattubadi Shashavali
Contact No 080-68249213
Email ID: gcsgrievances@groww.in

Principal Nodal Officer
Name: Ms. Ankita Chougule
Contact No: 079-61734276
Email ID: gcsnodalofficer@groww.in
Address: Groww Creditserv Technology Private Limited Vaishnavi Tech Park, South Tower, 4th Floor, Survey No.16/1 and 17/2, Ambalipura Village, Varthur Hobli, Bellandur, Bangalore, Bangalore South, Karnataka, India, 560103