

FINLEAP FINANCIAL SERVICES (PRIVATE) LIMITED

GRIEVANCE REDRESSAL MECHANISM

1. How to Lodge a Complaint

- a) **Daira App:** “Feedback & Complaints” section
- b) **Email:** customerservice@finleap.com.pk
- c) **Helpline:** 051 111 324 721
- d) **Whatsapp:** 0340 999 0764

2. Acknowledgment

You will receive an acknowledgment within 1 working day via SMS, email, or through the Daira App.

3. Escalation Levels

Level 1: Customer Service Agent

Resolution within 14 working days.

Level 2: Customer Service Manager

Resolution within 7 working days of escalation.

Level 3: Grievance Redressal Officer

Name: Mehak Ali

Email: customerservice@finleap.com.pk

Phone: 0340 999 0764

Final resolution within 7 working days.

4. Confidentiality

All complaints are handled confidentially, and shared externally only if legally required.