

To Lodge complaints with NACL

Channel:

- Email: customersupport@northernarc.com
- Customer help line : 1800 419 8766; 1800 258 7010
- Branches

Level 2 Escalation

if no or not satisfactory response in 10 days ,Customer can escalate to Grievance Redressal Officer gro@northernarc.com

Level 3 Escalation

if no or not satisfactory response in 5 days. Customer can escalate to Nodal Officer nodal.officer@northernarc.com

Level 4 External Redressal

If the complaint is not redressed to the customer's satisfaction or is not replied to within 30 days, the customer may approach the RBI Integrated Ombudsman under the Reserve Bank – Integrated Ombudsman Scheme. Customer can escalate to RBI Ombudsman <https://cms.rbi.org.in>
Toll-free number: 14448

Complaint shall be resolved in 30 calendar days and if there is a delay , shall be intimated to the customer

Refer to <https://www.northernarc.com/grievance-redressal-mechanism>

Complaint must be filed within **one year** from the date of final reply received from the Company or from the date when such reply was due.