

Grievance Redressal:

One of the values of NATRUST is Customer Centricity. We strive to provide the best in customer service. All our products are built around the core attributes of customer convenience. However, there can be instances where customers are not satisfied with the services provided. To highlight such instances and register a complaint, please follow the process below:

Level 1

The customer may approach concerning Branch for his/ her grievance and may submit the complaint in writing, through email or by post / courier. The customer shall be responded within a period of 15 days from the date of complaint.

Alternatively, the customer may write to balaji@natruthome.com

Level 2

If the customer is not satisfied with the resolution provided in Level 1, the customer may write to vikraman@natruthome.com. The customer shall be responded within a period of 30 days from the date of original complaint.

Level 3

In case of non-addressal of the complaint to the customer's satisfaction, within a reasonable time frame, the customer may approach the Grievance Redressal officer at the address given below:

Mr. Ravi Kannan
(Chief Financial Officer)
Grievance Redressal Officer
Phone: +91- 44 - 40940700 / 01 / 02
Email: kannanravi.nhbcs@natruthome.com

The customer shall be responded within a period of 45 days from the date of original complaint.

Level 4

In case the complainant does not receive response from the company within reasonable time or is dissatisfied with the response received, the complainant may approach the National Housing Bank in Online mode at the link <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at <https://nhb.org.in/grievance-redressal-officer/>

Compliant Redressal Cell,
Department of Regulation and Supervision,
National Housing Bank,
4th Floor, Core-5A, India Habitat Centre,
Lodhi Road, New Delhi - 110 003.