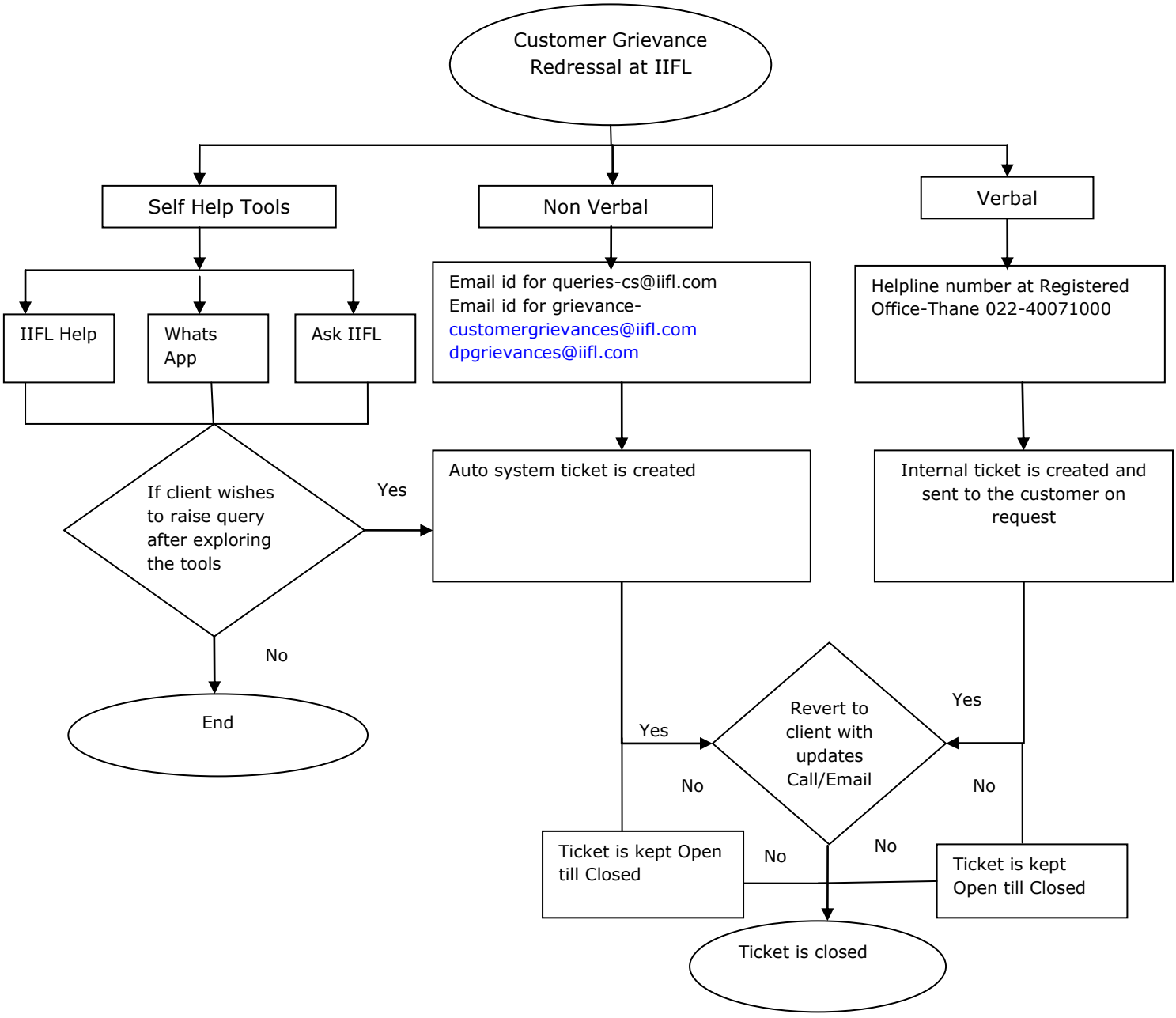
Customer Grievance Redressal at IIFL
Self Help Tools
Non Verbal
Verbal
IIFL Help
Whats App
Ask IIFL
Email id for queries-cs@iifl.com
Email id for grievance-
customergrievances@iifl.com
dpgrievances@iifl.com
Helpline number at Registered Office-Thane 022-40071000
If client wishes to raise query after exploring the tools
Yes
No
End
Auto system ticket is created
Internal ticket is created and sent to the customer on request
Revert to client with updates Call/Email
Yes
No
Yes
No
Ticket is kept Open till Closed
No
No
Ticket is kept Open till Closed
Ticket is closed