

Ramson Technovations Pvt Ltd  
Domestic Money Transfer Services

Customer grievance redress mechanism

Customer Service Channels

**Level 1.**

Call us@

Contact us at 040-40181343 between 09.00 AM to 07.00 PM on all working days except Government and Public holidays like:

- a. Republic Day - 26th January
- b. Independence Day - 15th August
- c. Gandhi Jayanti - 2nd October

Call charges will be applicable as per tariff plan.

or e-mail us @

email us your suggestions / queries / complaints at support@ramsongroup.com

**Level 2.**

email us at tech@ramsongroup.com

or write to us at:

Ramson Technovations Pvt Ltd  
#305, Sai Sampadha Plaza,  
Habsiguda, Hyderabad - 500070  
Telephone: 040-40181343, 0091-8686552988

Timelines for Response:

- Queries/Concerns related to account details, transactions will be resolved within 48 working hours
- Account Deactivation: 72 working hours.

All Issues will be resolved within 5 working days. Should we require more time for further investigation, necessary information with revised resolution timelines and reasons for delay will be shared. For all the above instances, we will be generating a request number through our Service Request Portal

### Level 3.

#### Nodal Officer@ Eko India

If you are not satisfied with the resolution provided by our customer service channels, you can contact our nodal officer with the service request number at any of the following sources.

1. Nodal Desk- Monday to Friday from 10:00 a.m. to 6:00 p.m  
Eko India Financial Services Pvt. Ltd.  
3rd Floor, Phase 2 Building,  
Plot No. 34, Institutional Area  
Sector 44, Gurgaon-122 003,  
Haryana
2. e-mail us at 1. [cs@eko.co.in](mailto:cs@eko.co.in)  
or 2. [nodaldesk@eko.co.in](mailto:nodaldesk@eko.co.in)
3. You can also write to the Nodal officer at:

Nodal Officer  
Eko India Financial Services Pvt. Ltd.  
3rd Floor, Phase 2 Building,  
Plot No. 34, Institutional Area Sector 44, Gurgaon-122 003,  
Haryana

### Level 4.

In case your complaint remain unresolved, within 30 days of registering the complaint at Level 3, you may approach the Department of Payments & Settlement System (DPSS) of the Reserve Bank of India:

Address:  
General Manager  
Department of Payment & Settlement Systems,  
Reserve Bank of India,  
Ground floor, 6 Sansad Marg,  
New Delhi- 110001