

Ufx Bid2Buy India Pvt.Ltd
Money Transfer Services
Customer grievance redress mechanism

Customer Service Channels

1. Call@

Contact us at our Toll Free Number **1800-419-0160** between 10:00 am to 6:00 pm working days except all Sundays and Government holidays like:

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

2. E-mail@

Email us your suggestions / queries / complaints at customercare@ufg.co.in

3. Write to us@

Ufx Bid2Buy India Pvt.Ltd,
33/1 Wallajah Road,
Chepauk,
Chennai - 600 002.

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.

4. Nodal Officer@ Ufx Money Transfer Services:

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

1. Nodal Desk- Monday to Saturday from 10:00 a.m. to 6:00 p.m

Ufx Bid2Buy India Pvt.Ltd,
33/1 Wallajah Road,
Chepauk,
Chennai - 600 002.

2. E-mail at gowthaman@ufg.co.in

3. You can also write to the Nodal officer at:

Mr.Gowthaman

Ufx Bid2Buy India Pvt.Ltd,
33/1 Wallajah Road,
Chepauk,
Chennai - 600 002.