



MFIN Launches a Toll Free Helpline for Microfinance Customers

New Delhi, 10th July, 2015: Microfinance Institutions Network (MFIN), the premier industry association and Self-Regulatory Organization (SRO) for the microfinance industry in India launched a national helpline number – **181002700317** for microfinance institutions (MFIs) customers across India.

The objective of launching a toll free MFIN Helpline will be to provide a platform for the clients' to register their grievances that they have faced in dealing with their respective MFIs. The helpline will be operational and available to RBI regulated NBFC-MFIs who are members of MFIN from 9:30 am to 5:30 pm five days a week and is also available in different vernacular languages.

On the launch, Ms. Ratna Vishwanathan, CEO, MFIN said, "As an organisation, MFIN is focused towards the financial inclusion agenda of the government and our vision of promoting inclusive growth drives our advocacy efforts. By launching the MFIN Helpline, we want the micro-finance customers to be assured of a fair and transparent mechanism for redressal of their grievances".

The MFIN Helpline is a big step forward in MFIN's commitment towards promoting greater transparency and accountability in the industry.

About Microfinance Institutions Network

Microfinance Institutions Network (MFIN), the premier industry association and Self-Regulatory Organization (SRO) for the microfinance industry in India with 55 leading NBFC (Non-banking Financial Company) Microfinance Institutions (MFIs) with an outstanding in excess of INR 45000 Cr serving over 45 million end customers across 26 states in the country. The aggregate business of MFIN members constitutes over 90 per cent of the Indian microfinance industry (excluding SHGs). MFIN seeks to work closely with regulators and other key stakeholders to achieve larger financial inclusions goals through microfinance.

Media Contact:

Devaki Adhikari | 9891635431 | dadhikari@perfectrelations.com