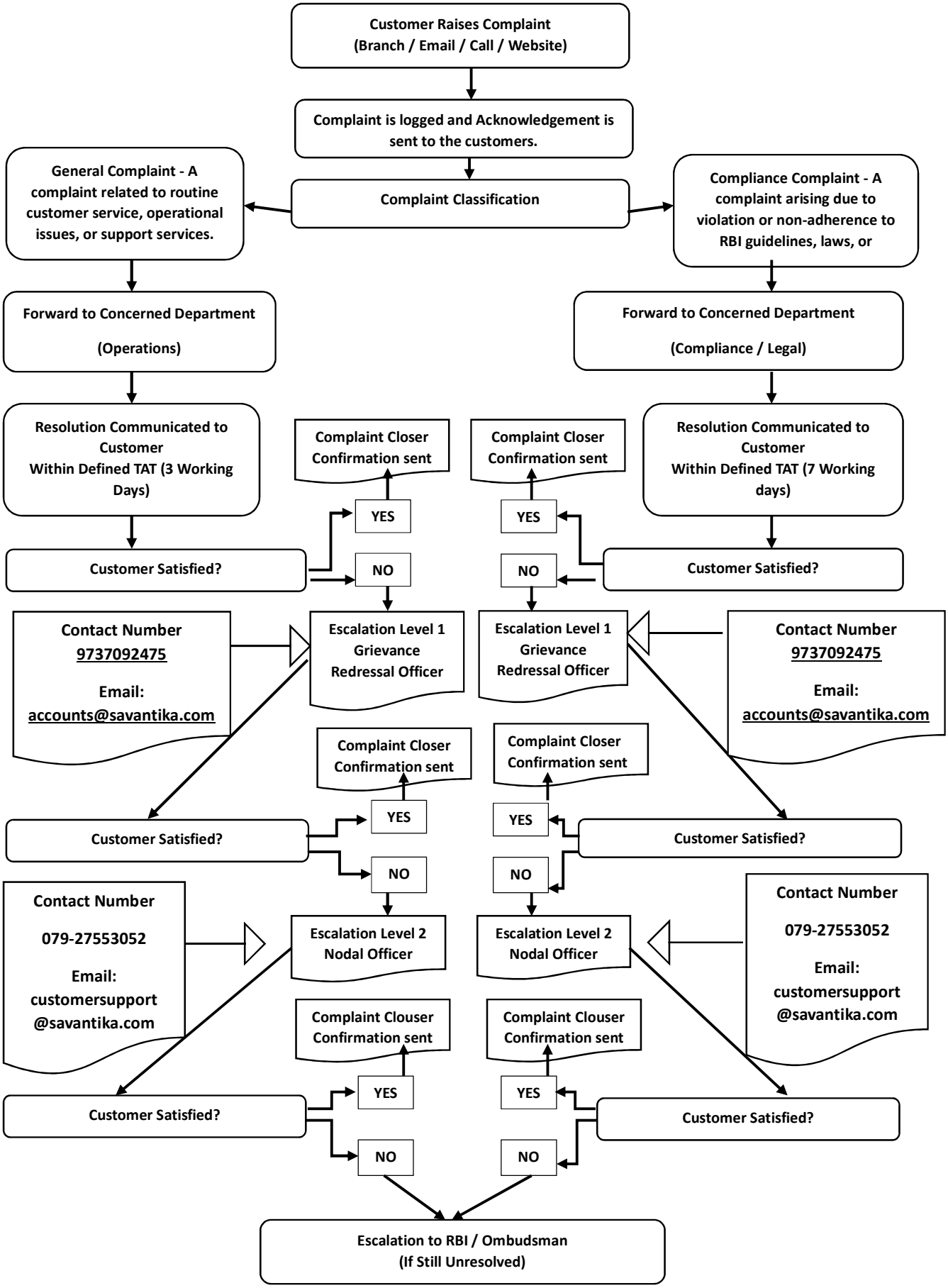NBFC – Customer Complaint Handling Flow Chart