

Mechanism for Registering Consumer Complaints & Grievances

1. A consumer or any member of the affected or aggrieved general public can make complaints about Herbalife and/or its Associates (Direct Sellers) to the Grievance Redressal Committee (herein after referred to as the "GRC")
2. The complainants can register complaints in the following manner:-
 - I. **Email** – By writing an email to us at writetous@herbalife.com
 - II. **By Post** – By writing a letter to "Grievance Redressal Committee, Herbalife, #15, RMZ Pinnacle, Commissariat Road, Bangalore 560025, Karnataka."
 - III. **Walk in** – By visiting any of our offices. :-
 - i. **Delhi:**
Herbalife International India Pvt. Ltd.
Shop no 160,161,162 ground floor
DLF South court, Saket,
New Delhi, India 110017
 - ii. **Mumbai:**
Herbalife International India Pvt. Ltd.
Narain Chambers, Junction of M.G. Road & Subhash Road, Vile Parle East,
Mumbai 400 057
 - iii. **Kolkata:**
Herbalife International India Pvt. Ltd.
Bharatiya Bhasha Parishad,
Ground Floor 36A, Shakespeare Sarani,
Kolkata 700017
 - iv. **Chennai:**
Herbalife International India Pvt. Ltd.
Ground Floor, "Prestige Palladium Bayan",
Old No 12, New No 129-140, Greams Road,
Chennai 600 006
 - v. **Bangalore:**
Herbalife International India Private Limited
15, RMZ Pinnacle, Commissariat Road,
Bangalore 560025"
 - IV. **Phone** – By calling us at +91 80 4031 1444
 - V. **Fax** – By sending fax to +91 80 4031 1445/6

3. The Committee shall redress the complaints within one month from the receipt of complaint.
4. The complainant shall be informed of the outcome once the complaints/grievances are resolved.
5. In the event the complainant is not satisfied with the resolution he/she may further directly approach the GRC with his/her concerns.

Grievance Redressal officer :

Name: Gopakumar H

Designation: Senior Director, Associate Practices & Compliance - India

e-mail: grievanceofficer@herbalife.com

Telephone Number: 080 43411222

Nodal officer:

Name: Durai Manohar J

Designation: Senior Manager Compliance

e-mail: nodalofficer@herbalife.com

Telephone Number: 080 43411222