



FINCFRIENDS PRIVATE LIMITED

Grievance Redressal Policy

Revision History of Policy

Owner of the Policy	Version Number	Creation/ Modification Date	Approving Authority
Legal & Compliance Department	1	Created on 10 October 2018	Board of Directors
Legal & Compliance Department	2	Modified on 09 July 2020	Managing Director
Legal & Compliance Department	3	Modified on 21 April 2022	Board of Directors
Legal & Compliance Department	4	Modified on 29 June 2022	Board of Directors
Legal & Compliance Department	5	Modified on 17 November 2022	Board of Directors

INDEX

S.No.	Particulars	Page No.
1	Introduction	4
2	Scope of the Policy	4
3	Grievance Redressal Mechanism	4-6
4	Internal Machinery to handle Customer complaints	6
5	Review	6

1. Introduction

Customer service is extremely important for sustained business growth and as an organisation we strive to ensure that our customers receive exemplary service across different touch points.

Customer complaints constitute an important voice of customer, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize and eliminate the recurrence of similar issues in future. The Grievance Redressal policy follows the following principles:

- a) Customers are treated fairly.
- b) Complaints raised by customers are dealt with courtesy and
- c) in a timely manner.
- d) Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
- e) The employees work in good faith and without prejudice, towards the interests of the customers.

2. Scope of the Policy

The processes contained in this Policy are applicable to all employees (permanent as well as contractual), branches, offices and locations of the Company across the Country and to all activities where there is an interaction with prospective or existing customers.

A complaint is an expression of dissatisfaction or resentment either in the form of a representation or an allegation made in writing or through an approved electronic channel containing a grievance alleging deficiency in the following areas:

- Services, products, policies and procedures of the Company;
- Services provided to customers by any outsourced agent or agency of the Company;
- Employee behavior towards the customers of the Company; and
- Confidentiality and protection of the personal (including sensitive personal information) and financial information of the Company's customers.

Requests that deal with data modification (e.g. request for address change, change of bank details/mandate etc.) or enquiries about loan products / schemes, interest rates or other such similar requests do not fall under the purview of this Policy.

3. Grievance Redressal Mechanism

At FincFriends, customer delight is our priority and we are committed to provide our customers best in class experience.

Whilst all efforts are taken to give customers the best services to avoid any grievances the customers are intimated that they can record their grievances, if any, in writing or verbally.

The Company has a dedicated Customer Service Center (CSC) wherein any interaction, request, query or complaint can be lodged by the Customer. CSC has the grievance redressal mechanism which ensures that

all customers are treated fairly and timely. Customers may follow the below mentioned matrix in order to escalate their concerns. This facility has been provided to the customers to register complaints for speedy redressal.

A. Registration of Complaint

The Customers can lodge their Complaints through multiple channels.

The customer can approach any of our service touch points given below to register a complaint and expect a response within defined time period from complaint registration. Service Touch points are as indicated below.

➤ **Email** - Customers can write to us at emails Ids mentioned below for complaints related to respective products: [info@fincfriends.in/](mailto:info@fincfriends.in) grievance@fincfriends.in

➤ **Dashboard**: Customers can also raise complaints by logging-in to their personal dashboard on website or mobile application.

➤ **Letter or post** – Customers can write to us at:

7th Floor, Vatika Triangle, Mehrauli-Gurgaon Road, Block B, Sushant Lok Phase I, Gurugram, Haryana- 122002

The registered complaints will be received by CSC. After examining the matter the complaints would be referred to respective function(s) for resolution.

The turn-around time for addressing and resolving a complaint will depend upon the type and complexity of the grievance. The timelines for different complaints under this Policy is provided as follows:

- Normal cases (other than the one mentioned below): 7 days of receipt of complaint. Customer complaints relating to interest, EMIs, penalty and other charges etc. are some of the types of complaints which will be categorized under this.
- Fraud cases, legal cases and cases which require retrieval of old records and documents: 15 days of receipt of complaint.
- CIBIL-related cases: 15 days of receipt of complaint

B. Escalation

Level-1 – Grievance Redressal Officer

If customers are not satisfied with the resolution provided through the above referred channels within the prescribed timeline, they may further escalate the concern to the Grievance Redressal Officer:

Grievance Redressal Officer
Mr. Ram Prasad Aryal
FincFriends Private Limited
7th Floor, Vatika Triangle,
Mehrauli-Gurgaon Road, Block B,
Sushant Lok Phase I,
Gurugram, Haryana - 122002 Email: grievance@fincfriends.in

Level-2 – Ombudsman or CEPC as applicable.

If the complaint/ dispute is not redressed within a period of one month, the customer may further escalate the complaint to the Officer-in-Charge of the Regional Office at the following address

The Officer-in-Charge
Department of Supervision
Reserve Bank of India,
10/3/8, Nrupathunga Road, Bengaluru-560001
Karnataka, India

4. Internal Machinery to handle Customer complaints

Resolution of Grievances

At FincFriends, we have invested in the best in class technology to ensure timely resolution of the grievances. The system captures the complaints. Once captured in the system, our customer service team is responsible for resolution of complaint/grievance to the customer's satisfaction. Every attempt is made to offer the customer suitable and appropriate alternate solutions wherever possible. However, if the customer continues to remain dissatisfied with the resolution, he can escalate the issue through the grievance redressal mechanism as referred above.

Time frame

Suitable timelines have been set for every complaint depending upon the investigations which would be involved in resolving the same. Complaints are suitably acknowledged on receipt and the customers are informed of delays if any, in the resolution.

5. Review

- a) This Policy is subject to review by the board of directors of the Company as and when deemed necessary.
- b) This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regard to maintenance of an appropriate Grievance Redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly

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