

UNNATTI FINSERV PRIVATE



GRIEVANCE REDRESSAL POLICY

Document Control

Item	Description
Document Title	Grievance Redressal Policy
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1. BACKGROUND:

Unnatti Finserv Private Limited (hereafter referred to as ‘the **UFPL**’/ ‘**the Company**’) is a private limited company incorporated under the provisions of the Companies Act, 1956 and a Non- Banking Financial Company- Non- Systemically Important Non- Deposit taking Company, registered with the Reserve Bank of India . The Company is categorised as NBFC- ICC - a revised framework for NBFC as issued by the Reserve Bank of India (RBI). The Non-Convertible Debentures (NCDs) of the Company are listed on BSE Limited.

The Company as a service organization focuses on good customer service and enhancing level of satisfaction as a prime concern. The grievance mechanism is aimed to provide quality service in the shortest possible time ensuing prompt redressal of customer complaints and grievances. It also deals with the issues relating to the services provided by the outsourcing agency.

Customer complaints constitutes an important voice/ feedback of the customer and hence this Grievance Redressal Policy (Policy) aims at laying down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

2. OBJECTIVE

This Policy is formulated to provide the efficient customer service support through a laid down procedure. In order to make Grievance Redressal more meaningful and effective, a structured system has been built up towards such an end. This system would ensure that the redressal sought is just and fair, and within the given framework of rules and regulations.

3. GRIEVANCE REDRESSAL MECHANISM

A. In terms of RBI guidelines

The Company has adopted the appropriate the grievance redressal mechanism within the organization. Such a mechanism shall ensure that all disputes arising out of the decisions of lending institutions' functionaries, complaints relating to updating/alteration of credit information and complaints pertaining to outsource services etc. are heard and disposed of at least at the next higher level. The Board of Directors shall be provided with consolidated periodical review of the compliance of the functioning of the grievances redressal mechanism.

The borrower may register his/her complaint to the Customer Service Team, Nodal Officer (“NO”), Grievance Redressal Officer (“GRO”) and/or Principal Nodal Officer (“PNO”) collectively called as Grievance Officers. The Grievance Officers shall immediately make all efforts to redress the grievances.

The concerned employees shall guide the borrowers who wish to lodge a complaint. If a complaint has been received in writing/e-mail from a customer, the Company shall endeavor to send him/ her an acknowledgement/ response within a week. If the complaint is relayed over phone at the

Company's designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.

All grievances shall be heard and disposed of by a person at least one level higher to the person / designation against / relating to whom the grievance is made. After examining the matter, it will be our endeavor to provide the borrower/applicant with our final or other response, within a period of one month from receipt of such complaint / grievance or explain the reason in case if requires more time to respond and shall endeavor to do within six weeks of receipt of a complaint and the customer should be informed how to take his/ her complaint further if he/ she is still not satisfied.

The Company has provided for following matrix under Grievance Redressal Mechanism to resolve any of its customers query / grievance:

Level 1:

Pursuant to the Integrated Ombudsman Scheme for Non-Banking Financial Companies, 2021 ("the Scheme") applicable to the Company with effect from April 26, 2019, the Company has appointed "Customer Service Team" "Nodal Officer ("NO") / Principal Nodal Officer ("PNO")" for all the zones / regions from where the Company operates its business.

In case of complaints received by the Branch Manager, Regional/Zonal heads, the concerned officer/employee would report the matter with full details immediately and not later than 2 working days from date of receipt of complaint, to Customer Service Team. Customers shall ensure that they quote their application no. / sanction no. / loan account no. in their correspondence with the Company regarding their complaint.

Anonymous complaints will not be considered in terms of this Customer Grievance Redressal Mechanism.

Customer Service Team

Name: Customer Service Team
E-mail: unnatimf@gmail.com
Telephone: +91 96194 43355
Address: 2302, 23rd floor, G Square Business Park. Sector-30,Vashi, Navi Mumbai-400705

For the benefit of our customers UFPL shall display the name and contact detail of both officers including GRO on the website of the Company and at its branches.

Level 2:

If a customer is not satisfied with the response provided or if the complaint is not addressed within 15 days of escalation to the Customer Service Team, the customer can escalate the issue directly to the Nodal Officer (NO) of the Company at below contact details:

Nodal Officer:

Name: Ms. Shilpa Kale
E-mail: shilpa.k@unnatimfi.com
Telephone: 022-2781 1450
Address: 2302, 23rd floor, G Square Business Park. Sector-30,Vashi, Navi Mumbai-400705

Level 3:

If a customer is not satisfied with the response provided or if the complaint is not addressed within 7 days of escalation to the Customer Service Team, the customer can escalate the issue directly to the Principal Nodal Officer (PNO)/ Grievance Redressal Officer (GRO) of the Company at below contact details:

Name: Mr. Abhijit Ranjane
E-mail: abhijit.ranjane@unnatimfi.com
Telephone: 022-2781 1460
Address: 2302, 23rd floor, G Square Business Park. Sector-30,Vashi, Navi Mumbai-400705

Principal Nodal Officer (PNO)/ Grievance Redressal Officer

Level 4: Redressal of the Grievances as per the RBI Ombudsman Scheme:

If the complaints is not redressed satisfactorily within 30 working days, aggrieved customers may lodge their complaint online through the portal (<https://cms.rbi.org.in>) under the RBI ombudsman Scheme or shall lodge their complaint in physical form, including postal and hand- delivered complaints and shall be addressed to the Centralised Receipt and Processing Centre at Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017 for scrutiny and initial processing.

B. Grievance Redressal for Insurance related requests / complaints as per IRDA Guidelines (For Corporate Agency)

In terms of the Insurance Regulatory and Development Authority of India (IRDAI), the Company

shall maintain a **TAT of maximum 14 days** to resolve any grievance in coordination with the principal Insurance Company(s). The Insurance Regulatory and Development Authority (IRDAI) (Authority) will also be kept informed about the number, nature and other particulars of the complaints received from such customers in format and manner as may be specified by the Authority.

The Company has a dedicated customer care department with access to system and separate email id to deal with all the grievances and ensure that the same are dealt satisfactorily in consultation with the respective principal insurance Company within a TAT of maximum of 14 days. The company will maintain grievance register as specified by IRDAI and make available for further scrutiny / audit.

The same will also be regularly monitored by the Principal Officer to be resolved with proper care within the given TAT.

Escalation Matrix:**Level 1 : Customer Service Team:**

In case of complaints received by the Branch Manager, Regional/Zonal heads, the concerned officer/employee would report the matter with full details immediately and not later than 2 working days from date of receipt of complaint, to Customer Service Team. Customers shall ensure that they quote their application no. / sanction no. / loan account no. in their correspondence with the Company regarding their complaint.

Anonymous complaints will not be considered in terms of this Customer Grievance Redressal Mechanism.

Name: Customer Service Team

E-mail: unnatimf@gmail.com

Telephone: +91 96194 43355

Address: 2302, 23rd floor, G Square Business Park. Sector-30,Vashi, Navi Mumbai-400705

Level 2 : Specified Person

If a customer is not satisfied with the response provided or if the complaint is not addressed within 10 days of escalation to the Customer Service Team, the customer can escalate the issue directly to the Specified Person (SP) of the Company at below contact details:

Specified Person Name: Ms. Shilpa Kale

E-mail: shilpa.k@unnatimfi.com

Telephone: 022-2781 1450

Address: 2302, 23rd floor, G Square Business Park. Sector-30,Vashi, Navi Mumbai-400705

Level 3 : Principal Officer

If a customer is not satisfied with the response provided or if the complaint is not addressed within 7 days of escalation to the SP, the customer can escalate the issue directly to the Principal Officer (PO) of the Company at below contact details:

Principal Officer:- Name: Mr. Abhijit Ranjane

E-mail: abhijit.ranjane@unnatimfi.com

Telephone: 022-2781 1460/ 88795 52523

Address: 2302, 23rd floor, G Square Business Park. Sector-30,Vashi, Navi Mumbai-400705

Level 4: Grievance Redressal Cell of the Insurance Regulatory and Development Authority of India (IRDAI)

If the complaints is not redressed satisfactorily within 30 working days, aggrieved customers may approach the Grievance Redressal Cell in the Policyholder's Protection & Grievance Redressal Department of the IRDAI as per below details:

General Manager

Insurance Regulatory and Development Authority of India (IRDAI)

Policyholder's protection & Grievance Redressal Department – Grievance Redressal Cell.

Sy.No.115/1, Financial District, Nanakramguda,

Gachibowli, Hyderabad – 500 032.

Email: complaints@irdai.gov.in

Bima Bharosa system - IRDAI Portal at <https://bimabharosa.irdai.gov.in/> Toll Free No. 155255 or 1800 4254 732.

4. CUSTOMER GRIEVANCE REGISTER

The Complaints shall be registered in the Customer Grievance Register (CGR) maintained electronically and / or physically, and shall include full details of the complainant along with the nature of the complaint inter alia including date of receipt of complaint, fact of the complaint, date of resolution, nature of resolution provided etc. The Operations Team shall maintain this Register either in hard copy or soft copy along with ageing analysis including complaints received from the Reserve Bank of India and shall be primarily responsible to look into the closure of customer complaint/s.

5. DISCLOSURES

The salient features of the RBI Ombudsman Scheme (“the Scheme”) along with the copy of the

Scheme and the contact details of the Grievance Officer, Nodal Officer and Principal Nodal Officer shall be uploaded on the website of the Company and at all the branches of the Company with its salient features in English, Hindi and Vernacular language at all branches.

6. REVIEW & AMENDMENTS

This policy shall be reviewed and updated periodically for any changes.

"In case any amendments issued by Reserve Bank of India in form of clarifications, circulars or guidelines or by any other name, which may not be consistent with the current provisions laid down under this Code, then the provisions of such amendments / clarifications, shall prevail upon the provisions contained in the RBI communication and the same shall stand amended accordingly effective from the date as laid down under such RBI communique."

For IRDA Related Amendments:

"In case any amendments issued by Insurance Regulatory and Development Authority of India in form of clarifications, circulars or guidelines or by any other name, which may not be consistent with the current provisions laid down under this Code, then the provisions of such amendments / clarifications, shall prevail upon the provisions contained in the Insurance Regulatory and Development Authority of India communication and the same shall stand amended accordingly effective from the date as laid down under such Insurance Regulatory and Development Authority of India communique."