

Poonawalla Fincorp Limited

This policy document aims at minimizing instances of customer complaints and grievances through effective service delivery and grievance redressal mechanism.

Grievance Redressal Policy

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1. Objective

Proactive Customer service delivery and customer delight is a key differentiator of the Company. Customer complaints constitute an important voice of customer, and this Policy aims at laying down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

As per Fair Practices Code followed by Poonawalla Fincorp Limited (hereinafter referred to as “PFL/Company’), PFL needs to have a Grievance Redressal Policy/Mechanism which should be approved and mandated by the Board of Directors.

The Company’s Grievance Redressal Policy fulfils the following principles:

- To provide the best customer service support by adhering to laid down procedure;
- To comply with the regulatory guidelines as required for this function.

2. Definitions

Grievance/Complaint: A “Grievance/Complaint” is an expression of dissatisfaction with a product or service, either orally or in writing, from a customer. A customer may have a genuine cause for complaint, although some complaints may be made as a result of a misunderstanding or an unreasonable expectation of a product or service.

3. Grievance Redressal Process

In order to effectively understand and address customer grievances, the Company shall open multiple channels of communication. These modes will be adequately displayed on the notice board of the branch and also on the Company’s website. These channels are:

- (1) Designated officer as may be identified by the senior management in each of its Branch Offices as the Grievance Redressal Officer (the name and contact details of such Grievance Redressal Officer shall be displayed on the website). Such officer will be responsible for receiving and managing grievances originating at their Branch Office.
- (2) **Customers can also email us their grievances/request at customercare@poonawallafincorp.com and/or grievance@poonawallafincorp.com**
- (3) Customers can reach PFL on the following toll-free number(s):
1800 266 3201

(4) Customers can also write to us at the below address:

Customer Service Department
201 and 202, 2nd Floor, AP81, Koregaon Park Annex, Mundhwa, Pune,
Maharashtra 411036

In addition to the above, a robust escalation matrix will be set up as under:

- (A) If any customer is not satisfied with the resolution provided at the Branch/Customer service team //PFL Contact Centre or not satisfied by the response sent by customercare@poonawallafincorp.com then escalation can be made to the grievance@poonawallafincorp.com.(Which is the email id of the Principal Nodal Officer as well) .The details of the same are given at <https://poonawallafincorp.com/ombudsman-scheme.php>

OR

write to:

Head Customer Service/Principal Nodal Officer, Poonawalla Fincorp Limited, 201 and 202, 2nd Floor, AP81, Koregaon Park Annex, Mundhwa, Pune, Maharashtra 411036

- (B) In case the customer is not satisfied by the response provided by Head Customer Service/Principal Nodal Officer or in case the grievance is not redressed within a period of one month from the date of its first submission, then he can write to:

Officer-in-Charge
Reserve Bank of India,
Department of Non-Banking Supervision,
3rd Floor, RBI Building,
Opp. Mumbai Central Railway Station,
Near Maratha Mandir, Byculla,
Mumbai – 400 008

- (C) In case the grievances is related to insurance, PFL shall take adequate steps for redressal of grievances of its customers within 14 (fourteen) days of receipt of such complaint and keep the Insurance Regulatory and Development Authority of India (IRDAI) informed about the number, nature and other particulars of the complaints received from such customer in the format and manner as may be specified by IRDAI.

Further incase the customer is not satisfied by the response provided by the Head Customer Service/ Principal Nodal Officer or customer's Grievance is not redressed within 14 (fourteen) days of receipt of complaint, then the customer can approach the Office of the Insurance Ombudsman. Details of Insurance Ombudsman is available at: <https://www.cioins.co.in/>

The Company shall adhere to RBI circular number RBI/2021-2022/126 CO.CEPD.PRS.No.S874/13-01-008/2021-2022 dated November 15, 2021 with respect to Appointment of Internal Ombudsman by Non-Banking Financial Companies, as amended from time to time.

4. Systems for Resolution of Grievances

At PFL we have invested in the best-in-class Customer Redressal Mechanism (CRM) system to ensure timely resolution of the grievances. The system captures the complaints; tracks Turn Around Time (TAT) on the basis of the nature of the query/grievance.

Once captured in the CRM system the Customer Service team is responsible for resolution of complaint/ grievance of the customer. Every attempt is made to offer the customer suitable and appropriate alternate solutions wherever possible.

5. Internal Review and monitoring of Grievances

Periodic review of complaints including TAT, nature of complaints are done on a monthly basis to ensure that proper process are adhered .

6. Review of Policy

A consolidated report of periodical review of compliance of Fair Practice Code and functioning of the Grievances Redressal mechanism at various levels of management shall be submitted to the Board/ Committee of Directors at quarterly intervals. The reviews shall consider the following:

- a) Process improvement towards redressal of grievances.
- b) The overall performance of the complaint management system, and
- c) The results of audit conducted by the Internal Audit Team pertaining to redressal of Grievance process and lapse reported, if any, during the year.

7. Website

The Policy would be available on Company's website and also at all branches of the company. All employees of the Company will be made aware of this Policy.
