

# Grievance Redressal Mechanism Policy

## 1. Area of application

This guideline applies to all employees working for Samunnati Financial Intermediation & Services Private Limited (Company).

## 2. Basis

The Grievance Redressal Mechanism Policy has been made as per RBI/DNBR/2016-17/45 Master Direction DNBR.PD.008/03.10.119/2016-17 dated September 1, 2016 as applicable to NBFC - ND-SI issued by Reserve Bank of India (RBI).

## 3. Purpose

The purpose of the policy is to ensure that:

- All customers are always treated fairly and without bias .
- All issues raised by customers are dealt with courtesy and resolved on time.
- Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint

## 4. Responsibilities of Board

1. To lay down the appropriate grievance redressal mechanism within the organization which ensures that all disputes arising out of the decisions of lending institutions' functionaries are heard and disposed of at least at the next higher level.
2. Periodically review the functioning of the grievance redressal mechanism at various levels of management.
3. A consolidated report of such reviews shall be submitted to the Board at regular intervals, as may be prescribed by it.

## 5. Recording and tracking of Complaints

- All the complaints received by the company must be recorded and tracked for end-to-end resolution
- Complaint MIS is published to the management (CEO & his direct reports) on a monthly basis

## 6. Resolution of Complaints

The department heads are responsible jointly and severally for resolution provided by their teams and for closure of customer issues.

## 7. Time frame for response

The turn-around time for responding to a complaint is as follows:

- i. Normal cases (other than the one mentioned below): 10 working days for normal cases
- ii. Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: 15 working days
- iii. EMI related cases: 20 working days

- iv. Cases involving 3rd party (other Banks or financial institutions or dealership or if customer out of country): 30 working days
- v. For all the complaints received from the regulator, timelines as mandated by respective regulator will be adhered to

If any case needs additional time, the Company will inform the customer/regulator requirement of additional time with expected time lines for resolution of the issue.

## **8. Mechanism to handle customer complaints/grievance**

Customers who wish to provide feedback or send in their complaint may use the following channels between 10:00 am and 6:30 pm, from Monday to Friday (except on public holidays).

### **Level 1**

- Dropbox of respective office locations
- Call the Customer Service Helpline on 1800 3002 0626
- Email at [customervoice@samfin.in](mailto:customervoice@samfin.in)

(between 10:00 am and 06:30 pm, from Monday to Friday except on public holidays)

Response will be provided within 7 working days.

In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided through above channels, the customer may approach the following escalation channel with the reference of earlier communication:

### **Level 2:**

- Write to the Company at the below mentioned address:  
Head of Customer Care<sup>1</sup> (Email - [headcustomercare@samfin.in](mailto:headcustomercare@samfin.in))  
Samunnati Financial Intermediation & Services Pvt Ltd  
Module 2-A, 6th Floor, Block A, Phase II IITM Research  
Park, Kanagam, Taramani Road Chennai – 600113

(between 10:00 am and 06:30 pm, from Monday to Friday except on public holidays)

Response will be provided within 7 working days.

In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided through above channels, the customer may approach the following escalation channel with the reference of earlier communication:

### **Level 3:**

- Write to the Company at the below mentioned address  
Grievance Redressal Officer<sup>2</sup> (Email - [gro@samfin.in](mailto:gro@samfin.in))  
Samunnati Financial Intermediation & Services Pvt Ltd  
Module 2-A, 6th Floor, Block A, Phase II IITM Research  
Park, Kanagam, Taramani Road Chennai – 600113

(between 10:00 am and 06:30 pm, from Monday to Friday except on public holidays)

Response will be provided within 5 working days.

In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided through above channel, the customer may approach the following escalation channel with the reference of earlier communication:

If a customer is not satisfied with the resolution provided through various channels or if the complaint/dispute is not redressed within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the Company falls. The details of DNBS is as given below:

The Reserve Bank of India,

Officer in-Charge,  
Department of Non-Banking Supervision,  
Reserve Bank of India,  
Fort Glacis, Rajaji Salai Chennai – 600 001  
Phone: 044 25399222  
Email id: dnbschennai@rbi.org.in

The details of various contact points for grievance redressal mechanism shall be published on the website for the benefit of the customers.

## **9. Monitoring**

The customer complaints along with ageing analysis and complaints received from the Reserve Bank of India shall be placed before the Board of Directors on quarterly basis for its review.

## **10. Review of the policy**

The Board shall review the policy annually and otherwise as it deems appropriate.

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<sup>1</sup> For the purpose of this policy Head of Operations of the Company is considered as Head of Customer Care

<sup>2</sup> For the purpose of this policy Head of Legal & Compliance of the Company is considered as Grievance Redressal Officer