

# **VEEFIN CAPITAL PRIVATE LIMITED**

## **GRIEVANCE REDRESSAL POLICY**

## **1. INTRODUCTION**

Customer service plays a pivotal role in ensuring sustained business growth and as an organization we strive to ensure that our customers receive exemplary service across different touch points. Customer complaints represent a critical channel for capturing the voice of the customer, and this Policy aims at laying down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanisms.

In accordance with Chapter VII of the Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023, the Company has formulated this Policy, hereinafter referred to as “Customer Grievance Redressal Mechanism” (the “Policy”).

Our Grievance Redressal Mechanism is designed to ensure that all customer complaints and concerns are addressed promptly and effectively. We encourage our customers to raise grievances through designated channels, and we commit to resolving issues within a specified timeframe. Our dedicated grievance redressal team will investigate each complaint thoroughly and provide feedback to the complainant. We aim to foster transparency and trust, ensuring that our clients feel heard and valued in their interactions with us.

This policy is applicable to all customers of Veefin Capital Private Limited [www.veefincapital.com](http://www.veefincapital.com) and all the matters brought to the notice of Veefin Capital Private Limited through its recognised correspondence and interaction channels. This excludes the cases which are sub-judice.

## **2. THE OBJECTIVE OF THE POLICY IS TO ENSURE THAT:**

- a. A structured and robust internal mechanism for recording and resolving customer grievances is established.
- b. Customer grievances are resolved in a courteous and time-bound manner with a detailed response to the customer.
- c. To minimize customer dissatisfaction by identifying any shortcomings in service delivery and reporting the same to the concerned department so as to rectify the same at the earliest and repeat complaints of the same nature are avoided.
- d. To ensure that customers are always fully informed of various avenues available to escalate their grievances.

### **3. MECHANISM FOR COMPLAINTS:**

In case of any grievance, customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

#### **I. Filing of Complaints:**

a. Email: Customers can send their grievance through email and letters at: [grievance.veefincapital@veefin.com](mailto:grievance.veefincapital@veefin.com)

b. Letters: Customer can write to:

Customer Service, Veefin Capital Private Limited,  
Global One, 2nd Floor  
Lal Bahadur Shastri Marg  
Kurla (west) Mumbai 400 070  
Telephone: + 91 70216 66737 (Timings: 24X7 from registered mobile number)  
Email: [grievance.veefincapital@veefin.com](mailto:grievance.veefincapital@veefin.com)  
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- Customers shall ensure that they quote their application/sanction letter number or loan account number in every correspondence with the Company regarding their complaint.
- Anonymous complaints will not be addressed.

#### **II. Resolution Process:**

- On receipt of complaint, the Company shall, within reasonable time, send an acknowledgement of the same to the complainant. All the complaints received shall be recorded.
- The Customer Service Officer shall ensure that all complaints are resolved in a timely and effective manner, and the status of resolution / closure of complaints in records is updated.
- The Customer Service Officer shall monitor the complaints status to ensure that the complaints are resolved within 30 days of receipt of complaint.
- If in any case, the Company needs additional time, the Company will inform the customer the reasons for delay in resolution within the timelines specified above and provide expected time lines for resolution of the complaint.

#### **III. Escalation Matrix:**

The Company will always make an effort to redress the complaints of the customers / investors / employees at the earliest and in the best possible way and provide its best services.

#### **➤ Grievance Redressal Officer**

If the customers are not satisfied with the resolution received or if the customer does not hear from us in 7 working days, we request the customer to write to our Grievance Redressal Officer.

Ms. Saloni Dalal

Global One, 2nd Floor

Lal Bahadur Shastri Marg

Kurla (west) Mumbai 400 070

Telephone No.: + 91 70216 66737 (10 am – 5:30 pm, Monday to Friday)

Email Id.: [grievance.veefincapital@veefin.com](mailto:grievance.veefincapital@veefin.com)

➤ **Principal Nodal Officer**

If the customers are not satisfied with the resolution received or if the customer does not hear from us in 15 working days, we request the customer to write to our Principal Nodal Officer:

Ms. Saloni Dalal  
Customer Service, Veefin Capital Private Limited,  
Global One, 2nd Floor  
Lal Bahadur Shastri Marg  
Kurla (west) Mumbai 400 070  
**Email Id.:** [grievance.veefincapial@veefin.com](mailto:grievance.veefincapial@veefin.com)

**IV. Escalation to RBI Ombudsman:**

If a complaint is not redressed within a period of 30 days, customers may approach and lodge a complaint to the Integrated RBI Ombudsman office.

- Complaint lodging portal of the Ombudsman: <https://cms.rbi.org.in>
- Complaint letter can be sent to the below mentioned address:  
**Centralised Receipt and Processing Centre**  
Reserve Bank of India, 4<sup>th</sup> Floor, Sector 17, Chandigarh – 160017

**4. GRIEVANCE REDRESSAL FOR DIGITAL LENDING:**

The Principal Nodal Officer as per the escalation mechanism as mentioned above shall also deal with the FinTech / digital lending and other company partners related complaints/ issues raised by the borrowers. This includes the complaints raised against the Digital Lending Applications (mobile and web-based applications with user interface that facilitate borrowing by a borrower including the Company's apps as well as those operated by lending service providers engaged by the Company for extension of any credit facilitation services).

- a. Contact details of grievance redressal officers shall be prominently displayed on the websites of the Company.
- b. The responsibility of grievance redressal shall continue to remain with the Company.
- c. If any complaint lodged by the borrower against the Company or the LSP engaged by the Company is not resolved by the Company within 30 days, the borrower can lodge a complaint over the Complaint Management System (CMS) portal of RBI.

**5. EXCLUSIONS:**

The following complaint/allegation shall not be taken up for consideration and disposal as 'Customer Complaint':

- a. Anonymous complaints without proper supporting details;
- b. Matters that are sub-judice or where any judicial authority had passed an order;
- c. Cases which have been reported as fraud and/or is under investigation by government authority like Police, Tax, etc. or where the authority has already taken view on the subject matter, after investigation;
- d. A fresh complaint which is already under consideration of the Ombudsman/Appellate Authority appointed under The Reserve Bank – Integrated Ombudsman Scheme, 2021.
- e. A complaint which has already been disposed by the company

**6. MONITORING AND REVIEW:**

The Grievance Redressal Officer shall ensure effective monitoring of the complaints and their resolution, and undertake necessary amendments to the Grievance Redressal Mechanism to make the process more efficient. The Company shall ensure periodic review of the Grievance Redressal Mechanism to ensure efficient and effective functioning of the same.

**7. DISPLAY OF INFORMATION:**

At the operational level, the Company shall display the following information prominently, for the benefit of its customers, at its every place of business:

- i. the name and contact details (Telephone / Mobile nos. / email address) of the Grievance Redressal Officer who can be approached by the customer for resolution of complaints against the Company.
- ii. If the complaint / dispute is not redressed within a period of 30 days, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Supervision of RBI, under whose jurisdiction the registered office of the Company falls.

**8. SENSITIZING OPERATING STAFF FOR IMPROVEMENT IN SERVICE & HANDLING COMPLAINTS**

The Company deals with customers, employees, investors and third-party service providers from different segments, which may give rise to difference of opinion and areas of friction. The Company understands the importance of sensitizing staff to handle customer, employee, investor and third party service provider complaints / grievances with courtesy, empathy and promptness. The Company shall also conduct training programmes regularly for staff on customer services and minimizing grievances. Imparting soft skills required for handling customers, would be an integral part of the training programmes.

**9. REVIEW OF GRIEVANCE REDRESSAL POLICY:**

This Grievance Redressal Policy of the Company will be reviewed by the Board on recommendation of Grievance Redressal Officer on an annual basis for necessary changes required for enhancing the transparency and ethical standing of the organization and also to consider and adopt relevant regulatory amendments.