

GRIEVANCE REDRESSAL POLICY
OF
ESPOUSE CAPITAL PRIVATE LIMITED



SUMMARY OF THE POLICY

Policy Name	Grievance Redressal Policy
Issue and Effective date	
Date of next review	12 months from the Issue and Effective Date
Periodicity of review	Annually
Owner / Contact	Compliance Department
Approver	Board of Directors
Annexure	-



ESOPPDHAN

TABLE OF CONTENTS

SR. NO.	PARTICULARS
1.	<i>Background</i>
2.	<i>Objectives of the Policy</i>
3.	<i>Scope of this Policy</i>
4.	<i>Core Commitments</i>
5.	<i>Complaint Filing Channels</i>
6.	<i>Grievance Redressal Timeframe</i>
7.	<i>Escalation Process</i>
8.	<i>Resolution Of Certain Specific Grievances</i>
9.	<i>Reporting</i>
10.	<i>Review of Grievance Redressal Policy</i>

ESOPPDHAN

1. BACKGROUND

This policy on Grievance Redressal of **Espouse Capital Private Limited** (hereinafter referred to as the “Company”) is set out as a mechanism to enable the customers of the company to record their complaints or grievances or give their feedback and suggestions in relation to their dealings with the Company and to address the same promptly, by following the provisions as laid down herein.

This Grievance Redressal Policy describes the various channels available to the Company’s customers for lodging their complaints, obtaining the right redressal solutions from the concerned department and the Company’s mechanism for responding to customers within the stipulated time period.

2. OBJECTIVE OF THE POLICY

The company believes in providing prompt and efficient services to not only attract new customers, but also to retain existing ones. With this objective of serving its customers in a time-bound and efficient manner, the Company has drafted this Grievance Redressal Mechanism. The Company’s policy, on grievance redressal has been formulated taking into account the following objectives:

- To treat each customer fairly and equally at all times.
- To deal with any complaints raised by customers with courtesy and without undue delay.
- To inform all customers about the various avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the company to their complaints.
- To deal with all the complaints efficiently and fairly to protect the reputation and business.
- To ensure that the Company’s employees work in good faith and without prejudice in the best interest of the customers.

In order to make the Company’s redressal mechanism more meaningful and effective, a proper structure shall be implemented to ensure that the redressal sought is fair and within the given framework of rules and regulation of the Company. The customer shall have every right to

register his/her complaint if he/she is not satisfied with the services provided by the Company or any other agencies associated with the Company.

Customers can file complaint in writing or through e-mail. In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by the Company, the customer shall have the right to use other legal avenues with their complaint for grievance redressal.

At Espouse Capital, customer service and satisfaction shall be the primary objective. Our constant efforts to ensure utmost client satisfaction will ensure that the redressal sought is just and fair and is within the given framework of rules and regulation.

3. SCOPE OF THIS POLICY

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

A “*Customer*” is a person who has availed a loan from the Company.

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;
- Employee behaviour 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.

4. CORE COMMITMENTS

The Company is committed to its objective of ensuring the highest levels of customer satisfaction and has, therefore, set out the following guidelines to be followed for redressal of each complaint by its customers:

To act fairly and reasonably in all dealings with its customers by ensuring that:

- All products and services meet relevant laws and regulations, as applicable from time to time;
- Customer dealings are honest and transparent; and
- The process and procedures of the Company are in the best interest of its customers.

To assist customers in selecting financial products and services by:

- Providing relevant information in English and/or a local language of choice;
- Explaining the financial implications of any product and service; and
- Allowing the customer to choose the financial product or service that meets his/her needs.

To make every attempt to ensure that the customers have an unchallenging experience while dealing with the Company and its employees.

In case of errors of commissions and/or omissions, the Company will deal with the same on priority by:

- Correcting mistakes;
- Addressing customer complaints;
- Guiding the customer on the escalation process in case of any dissatisfaction; and
- Reversing any charges including interest applied to a customer's account due to an error or oversight by the Company.

5. COMPLAINT FILING CHANNELS

Customers can raise their complaints through the following means:

- By sending a letter at the Company's office address at

Espouse Capital Private Limited

1602, 16th Floor, Morya Grand, Opp. Infinity Mall, Off Veera Desai Road, Andheri West, Mumbai-4000532

between 10:30 AM and 06:00 PM, from Monday to Friday (except on public holidays);

- By writing an email to the company's dedicated email ID info@esopdhan.com;

- Via a telephone call on the helpline number **+91 22 69012143** between 10:30 AM and 05:30 PM; from Monday to Friday (except on public holidays); or
- By submitting an online complaint via the 'Online form' on the Company's website (<https://www.esoppdhan.com/>).

Each customer will be required to provide the following information while raising a complaint through any of the above-mentioned channels:

- Customer's full name as mentioned in the Loan Application Form submitted to the Company;
- Customer's complete correspondence address as specified in the Loan Application Form and other documents;
- Name of company where the Customer was an employee when availed the loan;
- Loan Sanction Number;
- Registered mobile number;
- Email ID

6. GRIEVANCE REDRESSAL TIMEFRAME

The timeframe for addressing and resolving a complaint shall differ on a case-to-case basis, and depend upon the type and complexity of the grievance. The timelines for redressal of different kinds of complaints under this Policy is as follows:

- General cases (other than the cases mentioned below). These include customer complaints pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updating/altering credit information, etc.: **7 days of receipt of complaint.**
- 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.**

If any complaint needs additional time to reach a resolution, the Company will inform the complainant of the requirement of additional time and the expected timeline for the resolution of the issue.

7. ESCALATION PROCESS

If the customer wants to resolve the matter through internal channels, they can raise their concerns by following the escalation procedure explained hereinafter. In order to escalate a complaint to the next level, the customer will be required to share their ticket/ complaint number. Further, the turnaround time mentioned under each escalation stage shall apply only when the aforesaid escalation matrix is followed

The Company shall provide for a three-tier Grievance Redressal Mechanism to resolve any of its customers query or grievance:

Stage 1: Grievance Redressal Officer

The customer may register their query/ complaint to the Company which shall be addressed within 7 days in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updating/altering credit information. The details of the Grievance Redressal Officer are given as follows:

Name of the Grievance Redressal Officer

Mr Nitin Agarwal

Address

1602, 16th Floor, Morya Grand, Opp. Infinity Mall, Off Veera Desai Road, Andheri West, Mumbai-400053

Telephone

+91 22 69012143

E-mail ID

info@esopdhan.com

Stage 2: Chairman of the Company

If the complaint is not resolved within 15 days by the Grievance Redressal Officer, the customer shall complaint to the Chairman of the Company at their following email ID: accounts@espousecapital.com.

Stage 3: Reserve Bank of India

If the complaint/dispute is not redressed within a period of 30 days from date of its receipt by the above-mentioned channels, the customer may appeal to:

The 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

8. RESOLUTION OF CERTAIN SPECIFIC GRIEVANCES

Grievances related to behavioural aspects

Such complaints will be handled courteously, sympathetically and above all swiftly. Misbehaviour/rude behaviour with customers shall be treated at Zero tolerance level and immediate action shall be taken. The Company, under no circumstances, shall tolerate misbehaviour of any degree by staff members.

Grievances relating to transactions/operations

Primarily, the company's registered place of business shall be responsible for the settlement of complaints/grievances in this category. The office shall be responsible for ensuring rectification of entry/transaction or satisfaction of customers. It shall be the foremost duty of the branch to see that the complaint is resolved to the customer's satisfaction and if he is not satisfied, then to provide him with alternate avenues to escalate the issue. In case, it is not getting resolved at branch level, they shall refer the case to Head Office for guidance/resolution.

9. REPORTING

All customer complaints received by the Company will be duly tracked, consolidated and recorded, and a complaint MIS will be presented to the Managing Director each month. The complaint MIS shall be presented to the Board of Directors of the Company for review on a quarterly basis.

10. REVIEW OF GRIEVANCE REDRESSAL POLICY

Team leaders from all the concerned departments will review the complaints received on a monthly basis. They shall review the grievance redressal process and suggest changes, if any, required for making the mechanism more efficient and timely. Further, the Policy will also be reviewed by the Board at the first meeting of the Board of Directors of each financial year.

.....