

GRIEVANCE REDRESSAL/ COMPLAINTS POLICY

This policy aims to reduce the instances of customer's complaints to almost NIL or nearer to NIL position. The Company's policy on grievance redressal is based on the following

- The Company believes that a customer is the most important visitor on our premises and any grievance/complaint will have an adverse negative impact on the strong structure, reputation and the goodwill that the company has built over years.
 - Transparency to the customers about the company process at all times.
 - Escalation matrix for raising complaints by customers is detailed in this policy.
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Customers have the following ways to register their complaints when they find inadequacy in the SFI Financial Services Private Limited's services.

Complaint Register:

Every SFI Financial Services Pvt Ltd branch has been provided with a Complaints Register. The customers can lodge their complaints/grievances in the register; the Branch Manager would be the person responsible to handle the customer complaints/grievances. If the query remains unsolved, the customers can escalate it to the Corporate Office through

Mail : Customers can mail their complaints/grievances directly through the mail ID: customercare@sfifinancialservices.com

Post: By sending their complaints to Corporate Office addressed to "Grievance Redressal Officer", SFI Financial Services Private Ltd, No 6, Kamadhenu 3rd Street, Mogappair East, Chennai-600 037.

Phone: Customers can directly call Grievance Redressal Officer at SFI Financial Services Pvt Ltd -- Corporate Office at Mobile:9087782288 and register their complaint

If the grievance still remains unresolved, the customers can escalate their complaints directly to Ms. Vidya Sasiraman, CEO by calling her directly at 044 - 48680785.

Suggestion/Complaint Box:

All our Branches are provided with the Suggestion/Complaint Box prominently. Customers are welcome to drop their suggestions and even Complaint Letter if any. Suggestion/Complaint Box is being opened once in a week for action/resolution.

Whistle Blower:

If anyone feels any deviations from company policy, integrity issues, harassment, incidents or anything, they may call directly our CEO at Mobile: 9566187775. All calls received will be treated very confidentially.

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