

## GRIEVANCE REDRESSAL / COMPLAINTS POLICY

### Introduction and Background

SFI Financial Services Private Limited (hereinafter referred to as 'the Company' or "SFI"), is a Non-Banking Financial Company (NBFC) The Company provides both secured and unsecured loans to consumers and educational institutions, and also extends secured and unsecured loans to Micro, Small, and Medium Enterprises (MSMEs) across India.

The Reserve Bank of India ("RBI") vide its Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 as amendment from time to time, has mandated that the Board of Directors of every applicable NBFCs shall put in place a grievance redressal mechanism within the organisation. Recognizing the crucial role of customer service in driving sustained business growth, we at SFI, are committed to implementing the following grievance redressal mechanism in line with relevant guidelines.

Customer interactions provide valuable feedback, and this policy establishes a systematic approach for addressing grievances. Our query resolution process is supported by a thorough review mechanism designed to reduce the recurrence of similar issues in the future. This policy is aimed at fostering a customer-centric environment where grievances are not only resolved efficiently but also leveraged as insights to continuously improve our services.

### Objectives of the 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

- **Fair Treatment:** 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.
- **Courteous and Timely Resolution:** Customer concerns will be addressed promptly, with a focus on achieving timely resolutions also being transparency to the customers about the company process at all times.
- **Customer Awareness of Rights:** Customers will be fully informed of their rights, empowering them to seek alternative remedies if they are dissatisfied with our response or resolution. SFI is committed to making significant efforts to raise awareness about the grievance redressal mechanism.
- **Review:** The company will implement a regular review process for customer grievances at various levels to enhance the quality and effectiveness of our customer service. This policy is inclusive and applies to all customers of SFI, covering matters communicated through our officially recognized channels of communication and interaction.

Customers have the following ways to register their complaints when they find inadequacy in the SFI Financial Services Private Limited's services.

## GRIEVANCE REDRESSAL MECHANISM

Levels	Contact Person / Team	Mode through which the customer may connect	TAT to resolve the grievance
Level I	Branch Manager	The customers can lodge their complaints/grievances at BRANCH LEVEL and entry would be made in the complaints register available with the coordinator of the branch; the Branch Manager would be the person responsible to handle the customer complaints/grievances.	Within 10 working days from the date of receipt of compliant.
Level II	Cluster Manager (CM)	If the query remains unsolved, the customers can escalate it to the respective Cluster Manager of the branch whose contact details will be displayed at the branches. The customer can either call the Cluster Manager or handover the letter addressed to cluster manager to the coordinator of the branch by informing the same in the complaints register.	Within 10 working days from the date of escalation of grievance with CM
Level III	Grievance Redressal Officer (GRO)	<p>If the complaint/grievance is unresolved or no solution was arrived at for upto 10 days the customer can reach out to the Grievance Redressal Officer in Corporate office. The contact person and details are mentioned in the branch communication.</p> <p><b>Mobile no.</b> - 8056411411/8056511511  <b>Email id-</b>  <a href="mailto:customercare@sfifinancialservices.com">customercare@sfifinancialservices.com</a>  <b>Timings</b> - office hours 9:30 pm to 6:30 pm  <b>Address:</b>                      The Grievance Redressal Officer</p> <p>SFI FINANCIAL SERVICES PRIVATE LIMITED, NO 6, KAMADHENU 3<sup>RD</sup> STREET,MOGAPPAIR EAST, CHENNAI 600037</p>	Within 10 working days from the date of escalation of grievance with GRO
Level IV	RBI Complaint Management System	Officer In Charge, Regional Office of DNBS, Fort Glacis , Rajaji Salai, Chennai – 600001 or through RBI's CMS portal	

**Monitoring and Reporting**

The Board of Directors and the senior management team shall also periodically review the compliance of the SFI's Grievance Redressal policy detailed above with a consolidated report of customer grievances presented to the Board on an annual basis. They will also ensure that its functioning reflects its commitment to all the stakeholders for offering in a fair and equitable manner, the various financial services and products and the grievances redressal mechanism at various levels of management. The Company shall put in place a system for discussion of cases, in which the decision of the Internal Ombudsman has been rejected by them, by the Customer Service Committee / Consumer Protection Committee of the Board of the Company.

The Company shall put in place a system of periodic reporting of information to Consumer Education and Protection Department, Central Office, Reserve Bank of India, on a quarterly and annual basis which shall be submitted on or before the 10th day of the month following the quarter/year for which they are due. The Company shall undertake Root Cause Analysis (RCA) of the customer grievances at least on a half yearly basis and shall be reviewed by the top management at least on annual basis

**Review of the Policy**

The Board of Directors shall review this Policy annually or on a need-basis i.e., in the event of change in regulatory framework or for business or operational need (whichever is earlier). Such updates / changes to the Policy will be Page 7 of 7 communicated to the relevant staff /personnel (both in-house or outsourced) and relevant stakeholders across the Company.

Any deviations from this Policy can only be undertaken with the approval of the Board, unless specified otherwise in this Policy.

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