

Digikredit Finance Private Limited

Grievance Redressal Policy

Version 1.1

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Document review and approval

Review History

Version	Name of reviewer	Date of review
1	Samir Bhatia & Ashit Shroff	03-08-2018

Approval History

This document has been approved by Board of Directors	
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Grievance Redressal Policy

1. Introduction

Excellence in customer service is the most important tool for sustainable business growth. Digikredit Finance Private Limited (hereinafter referred to as “Digikredit” or “the Company”) provides financing services to small and medium enterprises and understands the value of customer services and therefore takes every possible initiative to provide the best customer experience.

Digikredit’s policy on Grievance Redressal has been formulated as a mechanism to enable the customers to lodge their complaints/ grievances in relation to their dealings with the Company. This policy details complaint handling through a structured grievance redressal framework including a review mechanism to minimize such issues in future.

The Grievance Redressal Policy has been developed in compliance with the Reserve Bank of India’s (RBI) Master Direction – Non-Banking Financial Company – Non-Systematically Important Non-Deposit taking company (Reserve Bank) Directions, 2016, updated from time to time and approved by the Company’s Board of Directors.

2. Objective

The main objective of the policy is to ensure that:

- a) all customers are treated fairly and in a courteous manner at all times;
- b) all customers are educated about the redressal mechanism and the designated officials to be contacted for resolving their issues and complaints;
- c) all the complaints/grievances raised by the customers shall be addressed promptly and swiftly within time limit defined in this policy.

3. Grievance Redressal Mechanism

I. Registration of complaints/ grievances and Acknowledgement

Customers who want to register their complaints/ grievances or provide feedbacks shall use one of the following Channels:

- a. **Online Complaint Form:**
As a first step, the customers/ participants shall lodge their grievances/ complaints through the online complaint form available at www.smecorner.com.
- b. **Call Centre:**
Call the Customer Service Helpline at +91-22- 40104917 from 10 am to 6 pm on weekdays of the month except on public holidays.
- c. **Walk-in branch:**
All branches of Digikredit shall be maintaining Customer Complaint Registers. The customer may approach the branch to register a complaint in the said register.
- d. **Electronic mail:**
E-mail Digikredit Finance Private Limited at service@smecorner.com.

The Company shall examine the complaint and shall respond to the customer in writing/ email/ phone within 3 working days, from the date of receipt of the complaint. The company shall also provide suitable justification in case the complaint resolution requires more than the time stipulated above.

II. Addressing or handling of Complaints

In case the complaint/ dispute is not resolved within a period of 10 days, the customer can contact the Company's Grievance Redressal Officer. The name and contact number of the Grievance Redressal Officer are as follows:

Designation	Grievance Redressal Officer
Name	Mr. Ashit Shroff
Contact No.	+91 22 40104917 Calls will be taken between 10 am to 6 pm on all working days.
Email id	ashit.shroff@digikredit.com

After examining the matter, the Grievance Redressal Officer shall endeavor to respond or address the customer complaint within 3 working days of receipt of the complaint/ grievance.

III. Escalation of complaints

If a customer is not satisfied with the answer provided through various channels or if the complaint is not addressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI (DNBS) under whose jurisdiction the Registered Office of the Company is located.

The details of DNBS are as follows:

Dy. General Manager,
Department of Non-Banking Supervision
Reserve Bank of India, Mumbai Regional Office
Near Maratha Mandir, Mumbai Central,
Mumbai – 400008
Email id: dnbsmumbai@rbi.org.in

4. Mandatory Display Requirements

The following information shall be prominently displayed for the benefit of the customers at all locations where the company business is transacted:

- the name and contact details (telephone/ mobile nos., email address) of the Grievance Redressal Officer, who can be approached by the public for resolution of complaints against the Company, and
- Complete contact details of Officer - in - Charge of the Regional Office of Department of Non - Banking Supervision (DNBS) of RBI, under whose jurisdiction the registered office of the NBFC is situated, who can be approached if the complaint is not redressed within a period of one month.

5. Policy Revision

The Grievance Redressal Officer shall periodically review and assess the adequacy of this policy in line with the RBI updates and recommend changes to the Company's Board of Directors. The developments/ changes, if any shall be communicated to the customers and relevant stakeholders as and when necessary. Subsequently, any amendments to this Policy must be approved by the Board.

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