

**FDPL Finance (P) Limited**

**GRIEVANCE REDRESSAL POLICY**

Version	1.0
Owned By	Head   Operations
Approved By	Board of Directors
Effective date	1 <sup>st</sup> May 2023

## 1. Overview:

FDPL Finance Private Limited, ("Company") believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behavior while dealing with its customers ("Customers").

In compliance with the guidelines issued by the Reserve Bank of India ("RBI"), as applicable to non-banking financial companies, for maintenance of an appropriate grievance redressal mechanism within the organization to resolve the complaints and grievances of its customers, the Company has formulated this Grievance Redressal Policy ("Policy") setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company ("Complaints"), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Company for providing such services on behalf of the Company.

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Company and/or the RBI.

## 2. Purpose:

The purpose of the Policy is to ensure that:

- A. The Customers are treated fairly and without any bias, at all times.
- B. The Complaints raised by the Customers are dealt with utmost courtesy and resolved in a timely manner.
- C. The Customers are informed of the avenues to escalate their Complaints within the Company.
- D. The Customers are informed of their rights so that they can opt for alternative remedies if they are not fully satisfied with the Company's response or resolution to their Complaints.

## 3. Process of Grievance Redressal:

The Customers who have any Complaint, can follow the following process for its redressal:

### **Level 01:**

The Customers who intend to file a Complaint, may file their Complaint with the Company by using any of the following channels between 10:00 am to 6:30 pm on any working day of the Company and furnishing complete details in relation to such Complaint:

- A. Register the Complaint through an email sent to:  
[help@fdplfinance.com](mailto:help@fdplfinance.com) or Call at: +917340705205

**Level 02:**

In case, the Complaint is not resolved within 7 (Seven) working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer at Level – 1, the Customer may escalate the Complaint to the Grievance Redressal Officer of the Company by writing at : [victor@fdplfinance.com](mailto:victor@fdplfinance.com). Contact No [+91-9309195933](tel:+91-9309195933)

**Level 03:**

In case, the Customer is not satisfied with the response or the resolution provided to it by the Grievance Redressal Officer of the Company at Secondary Level, or the Complaint is still not resolved within the period of 14 (Fourteen) working days from the date of receipt of the Complaint by the Grievance Redressal Officer of the Company, the Customer may appeal to the Senior Manager by writing at : [sanjay@fdplfinance.com](mailto:sanjay@fdplfinance.com). Contact No [+91-7303687769](tel:+91-7303687769)

**Level -04**

In case, for the NBFC related complaints the Customer is not satisfied with the response or the resolution provided to it or the Complaint is still not resolved within the period of 21 (Twenty- One) working days from the date of the Complaint, the Customer may appeal to the NBFC Ombudsman. Complaints can be filed online : <https://sachet.rbi.org.in/home/index>.

Address of NBFC Ombudsman	
Reserve Bank of India, 4 <sup>th</sup> floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai - 400 008 Tel No: 022 - 23001483 Email: <a href="mailto:nbfcomumbai@rbi.org.in">nbfcomumbai@rbi.org.in</a>	Reserve Bank of India, Sansad Marg, New Delhi - 110001 Tel No: 011 - 23725445 Email: <a href="mailto:nbfconewdelhi@rbi.org.in">nbfconewdelhi@rbi.org.in</a>

**4. Redressal of the Complaints:**

- A. The Customers are advised to file the Complaint by furnishing complete details of the same to the Company.
- B. Upon receipt of the Complaint by the Company, the acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer within 3 (Three) working days from the date of receipt of such Complaint.
- C. The Company shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint within 21 (twenty one) working days from the date of receipt of such Complaint.
- D. In case any additional time is required for resolution of the Complaint, the Company shall

inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.

- E. The Chief Executive Officer and the Head of Operations of the Company shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.
- F. A record of all Complaints filed by the Customers and the response or resolution provided by the Company shall be maintained by the Company as per the Company's policy formulated for document preservation and archival.

**5. General:**

Notwithstanding anything contained in this Policy, the Company shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Company from time to time.

**6. Review:**

- A. This Policy is subject to review by the board of directors of the Company as and when deemed necessary. The board of directors of the Company shall annually review the functioning of the grievance redressal mechanism.
- B. This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regard to maintenance of an appropriate grievance redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.

**7. Disclosure**

This policy is also available on the website of the Company at <https://fdplfinance.com/policies/grievance-redressal>