

GRIEVANCE REDRESSAL POLICY OF CREDITMITRA

PREAMBLE

CreditMitra or “**We**” or “**Our**” is a fin-tech lending platform (“**Platform**”). We are committed towards customer satisfaction and have put together the undermentioned customer Grievance Redressal Policy (“**Policy**”) for an effective resolution of all grievances/complaints received from our customers. We make sure that our customers feel secure and heard while using the Platform.

We aim to resolve any complaint or grievance which may arise as a result of any gap in the promised and delivered services. This shall also apply to all queries and/or feedback received from our customers. We encourage our customers to provide feedback in respect of our services and aim to improve the quality of our products and services.

The motive of this Policy is to reduce customer grievances through appropriate redressal mechanisms. We have put in place a very robust and customer-friendly structure to ensure that all your grievances are resolved in a timely and effective manner. This structure is approved by the Board of Directors.

GOVERNING PRINCIPLES

- a) Treating the customer in a fair and respectful manner while redressing their grievances and queries.
- b) Making the process of grievance redressal for customers efficient and hassle-free.
- c) Timely resolution of all grievances is necessary for business growth and accordingly, complaints raised by customers shall be dealt with courtesy and resolved in a timely manner.
- d) Helping customers at all stages of grievance redressal and making them aware of their right(s) to approach the higher stage of grievance redressal.

CHANNELS FOR REGISTRATION OF COMPLAINTS

E-mail: customers can send an email for redressal of issues at the email id(s) as mentioned hereunder in this Policy.

POLICY REVISION

This Policy may be revised as and when there are any new changes required in handling complaints / grievances of the customer.

GRIEVANCE REDRESSAL PROCESS

To make the grievance redressal mechanism more meaningful and effective, Our management has laid down an escalation mechanism in compliance with various applicable regulations. The management will periodically review the effectiveness of grievance redressal mechanism escalation matrix. We have created the following escalation system for our customers:

Level 1

- i. Customers can reach out to our Support Team at support@creditmitra.in for any query regarding our services. Customers shall ensure that they quote their Loan ID number in every correspondence with Creditmitra regarding their grievances. Any complaint registered has to be acknowledged by the Support Team.
- ii. CreditMitra is determined to provide the first response to the customer within 48 hours of the receipt of the complaint.
- iii. CreditMitra aims to resolve all support-related complaints within 10 business days (and 30 business days for cases involving fraud).
- iv. The aforementioned timelines may change depending upon the nature and complexity of grievances.
- v. In case the customer is not satisfied with the redressal provided at Level 1, complaints can be escalated to Level 2.

Level 2

Grievance Officer

Customers can reach out to the Grievance Redressal Officer at grievance@creditmitra.in (“GRO”) for any grievance regarding our services or products.

Working Hours: Monday-Friday (except public holidays), 9:30 am to 6:30 pm

- i. CreditMitra’s GRO is determined to provide the first response to the customer within 24 hours of receiving the complaint.
- ii. The GRO aims to resolve all grievances/complaints within 7 business days (and 30 business days in cases where retrieval of documents and old records is required).
- iii. In case the customer is not satisfied with the redressal provided at Level 2, complaints can be escalated to Level 3.

Level 3

Grievance Nodal Officer

Customers can reach out to the Grievance Nodal Officer at the below-mentioned contact details:

Name: Murthy Balaji

Email: grievance@creditmitra.in

Working Hours: Monday-Friday (except public holidays), 9:30 am to 6:30 pm

- i.** We are determined to provide the first response to the customer within 24 hours of receiving the complaint.
- ii.** We aim to resolve all grievances/complaints within 7 business days.