

### **Shapoorji Pallonji Finance Private Limited - Grievance Redressal Mechanism**

- i. Shapoorji Pallonji Finance Private Limited (SP Finance) is committed to make the clients' / customers' experience a rewarding one. SP Finance Grievance Redressal Mechanism articulates the objective to minimize instances that give rise to customer complaints and create a review mechanism to ensure consistently superior service behavior. The Company shall make every effort to ensure that its dealing with borrowers / customers is smooth and hassle free. Any complaint brought to the notice of the Company by a borrower / customer shall be handled expeditiously.
- ii. In case of any complaint / grievance, the borrowers / customers including the applicants with disability (ies) may contact Mr. Pankaj Gupta, Grievance Redressal Officer, through any of the following channels:
  - Telephone No:+91 22 67490000
  - Fax No: +91 22 66338176
  - Mail: Shapoorji Pallonji Finance Private Limited, SP Centre, Courtyard 10B, 41/44 Minoo Desai Road, Colaba, Mumbai – 400005.
  - E-mail to: Spfpl.customergrievance@shapoorji.com
- iii. After examining the matter, it would be our endeavor to provide the borrower / customer with our final response, within a period of 2 weeks and within a maximum period of 1 month from receipt of such complaint / dispute / grievance.
- iv. In case the borrower / customer do not receive any communication from the Grievance Redressal Officer within a period of 2 weeks or the borrower / customer is not satisfied with the resolution or the complaint remain unresolved, the borrower / customer may reach out to the Grievance Redressal Committee through any of the aforesaid channels. A Grievance Redressal Committee comprising of 2 Board Members is constituted to resolve all disputes arising in this regard.
- v. If the complaint / dispute / grievance is not resolved within a period of 1 month, the borrower / customer may appeal to:-

The Officer-in-charge  
Department of Non-Banking Supervision  
Reserve Bank of India, 3rd Floor  
Near Maratha Mandir, Byculla,  
Mumbai Central, Mumbai – 400008.  
Tel No. +91 22 23084121 / 23028436  
Fax No. +91 22 23022011, email id – dnbsmro@rbi.org.in