

Grievance Redressal

Finwings Technologies Pvt Ltd

Grievance Redressal Policy

Customer service is extremely important for sustained business growth and as an organization, Finwings Technologies Private Limited (“Company”) strives to ensure that our customers receive exemplary service across different touch points.

Purpose:

Customer complaints constitute an important voice of customers, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in the future.

The Grievance Redressal policy follows the following principles:

1. Customers are treated fairly;
2. Complaints raised by customers are dealt with courtesy and in a timely manner;
3. Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints;
4. The employees work in good faith and without prejudice, towards the interests of the customers.

GRIEVANCE REDRESSAL MECHANISM OF THE PLATFORM

Customer can raise their concerns about the Platform, repayment schedule, Facility Type, Processing Fee and/or any other charges, Technical Issues, Customer Support, Loan Referral & Rewards, or any other concern related to the product to authorized representatives of the Company as below.

Level 1 : Grievance Redressal Officer

Customers are requested to address all their grievances at the first instance to the Grievance Redressal Officer. The contact details of the Grievance Redressal Officer are:

Mr. Charan

Address: Finwings Technologies Private Limited,
2nd Floor, Unit No 203 Plot No 2,
Sbr Cv Towers Sector 1, Madhapur,
Rangareddy, Telangana, 500081

Email: grievance@creditlab.in

The Grievance Redressal Officer may be reached through the e-mail address above. The Grievance Redressal Officer shall endeavor to resolve the grievance within a period of (14) fourteen business days from the date of receipt of a grievance.

Level 2 : Nodal Officer

If the customer does not receive a response from the Grievance Redressal Officer within 14 (fourteen) days of making a representation, or if the customer is not satisfied with the response received from the Grievance Redressal Officer, the customer may reach the Nodal Officer on the number below any time between 10:00 to 19:00 from Monday to Saturday except public holidays or write to the Nodal Officer at the e-mail address below. The contact details of the Nodal Officer are provided below.

Mr. Krishna

Address: Finwings Technologies Private Limited,
2nd Floor, Unit No 203 Plot No 2,
Sbr Cv Towers Sector 1, Madhapur,
Rangareddy, Telangana, 500081

Contact: 9346551691

Email: nodal@creditlab.in

GREVIANCE REDRESSAL MECHANISM OF THE LENDER

| <u>Lending Partner</u> | <u>Link</u> |
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| <u>Sonu Marketing Private Limited</u> | <u>https://brahmafinance.in/wp-content/uploads/2024/03/GRIEVANCES-REDRESSAL-MECHANISM-1-1.pdf</u> |
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