



**GRIEVANCE REDRESSAL POLICY
OF
HOME CREDIT INDIA FINANCE PRIVATE LIMITED**

Version 6

**Approved by the Board of Directors of
Home Credit India Finance Private Limited
On
May 30, 2018**

**Pavel Maco
Whole Time Director/ Chief Executive Officer**

1. OBJECTIVE

As a service organization, it is our primary responsibility to focus on Customer service and satisfaction. This document details the policy of redressal of customer complaints. The key objective of this policy is to ensure the following:

- 1) All concerns/complaints raised by Customers are resolved in effective and timely manner, leading to their satisfaction;
- 2) Through Customers' feedback, we are able to improve our processes and products;
- 3) In an event that the Customer is not satisfied with the resolution provided to him, he can escalate the issue to higher level in the organization.

This document aims to describe internal policy for handling Customer complaints. It describes various channels for lodging the complaint, obtaining solutions from the concerned department and responding Customers with the solution within the committed time period.

Complaint:

Complaint is an expression of dissatisfaction or resentment either in the form of a representation or allegation made in writing or through electronic means or over phone, containing a grievance alleging deficiency in:

- services, products, policies of Home Credit India Finance Private Limited ("Home Credit India"),
- services provided by the outsourcing agencies¹ engaged by Home Credit India for providing service to the customers of Home Credit India,
- employee's behavior,
- Maintaining confidentiality/ protection of customer's personal (including sensitive personal information) and financial information,²
- Aadhaar authentication of the customer performed by Home Credit India, being complaint filed by Aadhaar Number Holder, i.e. an individual who holds an Aadhaar Number issued by Unique Identification Authority of India.³

Complaint is not a request for data modification or inquiry about loan products/ schemes, interest rates or other requests which can be solved by Customer care.

Customers:

Customer means the person who has obtained the loan or finance facility from Home Credit India.

¹ In terms of RBI Directions on Managing Risks and Code of Conduct in Outsourcing of Financial Services by NBFCs [DNBR.PD.CC.No.090/03.10.001/2017-18]

² In terms of Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011

³ In terms of Aadhaar (Authentication) Regulations, 2016

2. PROCEDURE FOR RAISING A COMPLAINT**2.1 Complaints may be sent in either of the below mentioned forms:**

- Calling on number: 0124 662 8888
- In writing through Email at: care@homecredit.co.in
- Raise the concern through the "Online form" on our Website under the "Contact us" page
- In writing (through letter) to: **Customer Care Department, Home Credit India Finance Private Limited, DLF Infinity Towers, Tower C, 3rd Floor, DLF Cyber City Phase II, Gurgaon-122002, India**

GRIEVANCE REDRESSAL OFFICER:

Grievance Redressal Officer, Customer Care Department
Home Credit India Finance Private Limited, DLF Infinity Tower C, 3rd Floor, DLF Cyber City Phase II, Gurgaon-122002, India,
E-mail: grievanceofficer@homecredit.co.in, Landline: 0124 6628713.

Where a customer visits our administrative offices in Cities where we operate, Office Admins shall assist customer to raise his/her query through official channels mentioned on the website of Home Credit India.

2.2 Complaint raising by the customer

While raising a complaint each complaint should have the following information:

- a) Customer's complete name
- b) Customer's complete correspondence address
- c) Contract ID
- d) Phone contact number (if any)
- e) e-mail address (if any)
- f) Details of the complaint

3. PROCEDURE FOR ADDRESSING THE COMPLAINT:**3.1 Complaints treatment**

First call resolution: All the complaints which can be resolved immediately when raised, the response should be provided on the same call and close the same.

Resolution post verification: For the complaints which must be verified and may need further investigation/support from other departments and hence cannot be resolved immediately, customer should be informed about the expected timelines of the closure.

For these complaints, tickets should be raised and assigned to the concerned departments on priority.

We commit to resolving all complaints within 30 working days.

Customer care department should always inform the customer about the following:

- Information pertaining to all issues/concerns raised by the customer;
- Explanation of final solution provided;
- Expected timelines towards closure (where immediate solution cannot be provided);
- Maintain contact at defined intervals/milestones to communicate progress on his concern and share reasons for delay/time taken
- Request for supporting documents/information (where applicable) in a clear manner along with the reason for such requirement

The Customer Care Specialist should make limited but reasonable attempts to reach the customer for providing solution to his/ her complaint, preferably in the form the complaint was received.

3.2 Complaint archiving

After the resolution is provided to the customer the concerned department updates the status of these complaints as closed in our system. These complaints reflects in closed complaints bucket which can be re-examined at any point of time as and when required.

4. ESCALATION PROCESS

4.1 Escalation Level 1: The Ombudsperson

If the customer is not satisfied with the resolution or has not received any resolution within the committed turnaround time, he/she can raise his/her concern to the “Ombudsperson” at Home Credit India Finance Private Limited, by giving background and history of the issue, in the following forms:

In writing (through email) to a secure email ID: Ombudsperson@homecredit.co.in

Raise the concern through the “Online form” on our Website under the “Ombuds” page

In writing (through hard copy/letter) to:

The Ombudsperson

Home Credit India Finance Private Limited,
Infinity Towers, Tower C, 3rd Floor, DLF Phase-2, Gurgaon-122002, India.

The complaints can also be escalated to Ombudsperson by calling at 0124-4907600 or at such other number as provided from time to time.

Ombudsperson's office will respond within 3 working days of receiving the complaint and provide resolution within 30 working days.

In order to escalate the complaint to next level, the customer should share the ticket / complaint number. Also, the turnaround time is applicable only when the aforementioned escalation matrix is followed.

4.2 Resolution turnaround time

All the customer complaints have to be resolved within 30 days of receipt/escalation.

Escalation Level 2 - Officer-in-Charge DNBS, RBI

If the complaint of the customer is not redressed within 1 month from the lodging of complaint with Home Credit India, the customer may appeal to the Regional Office of Reserve Bank of India at following address: **General Manager/ Officer-in-Charge, Department of Non-Banking Supervision, Reserve Bank of India**, Parliament Street, New Delhi. Landline No.: 011-23714456, 011-23739318, E-mail: dnbsnewdelhi@rbi.org.in

5. SUPERVISION AND REPORTING

REPORTING

There is a complaints MIS and reporting in place. This reporting serves as an input for other analysis, for periodical review. The reports need to be categorized by complaints type, including and not restricted to specific complaints related to Aadhaar.

SUPERVISION

Complaints Review Committee

Complaints review Committee (comprising of representatives from all key departments including customer experience) review the complaints on periodical basis. They shall review the process and suggest changes, if any, required for making this process more effective.

Reporting to the Board of Directors

All complaints reports shall be reviewed on a quarterly basis by Board of Directors of Home Credit India.

Statutory Reporting

All complaints are required to be reported to the concerned authorities in the prescribed format as per the applicable laws/ guidelines/ directives, including modification(s) thereof, from time to time.

Additionally, for all complaints pertaining to Aadhaar data captured in our database and received from Aadhaar Number holders, Home Credit India shall provide a quarterly report to UIDAI of all the grievances handled by it in the prescribed format.

The Board of Directors shall nominate a Grievance Redressal Officer and Ombudsperson who shall be responsible to ensure respective due compliance of this Policy. All possible forms for lodging the complaints by the Customers shall be mentioned on the website of Home Credit India (www.homecredit.co.in) and must be maintained in working condition. Such information shall also be displayed prominently, for the benefit of the customers, at the offices of Home Credit India, where business is transacted.
