

Grievance Redressal Policy
Mintifi Finserve Private Limited
Version Control: 1.0 (FY 24-25)

Line of Business	Customer Care Department
Approving Authority	Board of Directors
Date of Approval	12th August 2024

1. INTRODUCTION

Mintifi Finserve Private Limited (“**Mintifi/Company**”) is registered with Reserve Bank of India as Non-Banking Financial Company. This Grievance Redressal Mechanism Policy (“**Policy**”) has been prepared in terms of RBI Master Direction - Reserve Bank of India (Non-Banking Financial Company –Scale Based Regulation) Directions, 2023 as may be amended from time to time and pursuant to guidance stipulated under Integrated Ombudsman Scheme, 2021 issued by Reserve Bank of India dated November 12, 2021 as modified from time to time, if any.

2. OBJECTIVE OF POLICY

The Policy stipulates an effective and suitable mechanism for receiving and addressing complaints from customers with specific emphasis on resolving such complaints fairly and expeditiously regardless of the source of the complaint.

The objectives of the policy inter-alia are as follows:

- To treat all customers in a fair and unbiased manner.
- To provide mechanism for lodging a complaint including the grievance escalation.
- To provide channels and modes through which customers can register complaints.
- To create effective processes to respond to customer grievances/complaints.
- To ensure resolution of complaints as per the prescribed Turnaround time.

3. GRIEVANCE REDRESSAL MECHANISM PROCESS – RAISING COMPLAINT

The Customers can raise their concern in the following manner between 10:00 am to 6:30 pm on any working day of Mintifi by furnishing complete details in relation to such concern.

Level 1 – Customer Care

- Call on our customer care number 9004117000 during business hours.
- Email us on customercare@mintifi.com
- Visit any of our branches
- Write a letter addressing us to any of our branch office or Head office address

Indicative details required for raising a concern:

- Customer’s full name as per the Company records
- Loan Application ID
- Registered mobile number / phone number; and Email ID (if available).

If the concern is not addressed to your satisfaction, the concern can be escalated to next level within 7 days of raising the complaint at Level 1.

Level 2 – Escalation to Grievance Redressal Officer

The Grievance Redressal Office and Principal Nodal officer is responsible for resolution of the customer concerns.

Details of the Principal Nodal Officer and Grievance Redressal Officer:

- Name:- Akshata Mane
- Email ID: gro@mintifi.com

4. FILING THE COMPLAINT WITH RBI OMBUDSMAN

If the complaint is not resolved by the Company or the customer is not satisfied with the resolution provided by the Company or in case no resolution has been provided by the Company within the prescribed time, he or she can approach to the RBI Ombudsman, as per the 'Reserve Bank-Integrated Ombudsman Scheme 2021' ("**Scheme**"), a copy of which has been uploaded on the Company's website.

The details for registering the Complaint with RBI are as follows:

- Website : <https://cms.rbi.org.in>
- Mail to : CRPC@rbi.org.in
- Write to : Centralised Receipt and Processing Centre' Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017
- Toll free : 14448 (9:30 am to 5:15 pm)

Minimum details required to file a complaint with the RBI Ombudsman

- i. Name of the complainant, age and gender.
- ii. Full postal address of the complainant with personal e-mail ID, mobile number (mandatory to receive notifications), and landline number (if available).
- iii. Name and address of the branch or office of the RE against which the complaint is filed.
- iv. Complete facts giving rise to the complaint, including, transaction date and details, the details of the complainant's account number, debit card or credit card number to the extent that they are relevant to the subject matter of the complaint.
- v. Date and details of the representation submitted to the Company for redressal of grievance and reply, if any, received from the Company.
- vi. The nature and extent of the loss caused to the complainant.
- vii. The relief sought; along with declaration that the complaint is not non-maintainable as per Clause 10 of the Scheme.
- viii. Such other details as may be prescribed in the Scheme.

Compensation: For CIBIL related Complaints i.e. delayed updation/ rectification of credit information maintained with Credit Information Companies (CICs), the Company will be guided by Framework for compensation to customers for delayed updation/ rectification of credit information as issued by Reserve Bank of India, as may be amended from time to time. The customers are requested to have their contact details updated in the records of the Company. Please refer https://www.mintifi.com/pdf/Benefits-Updated_Contact_Details.pdf for more details.

5. MONITORING

The Company has formed, Standing Committee on Customer Service (comprising of internal members from different verticals) to review the complaints on half yearly basis. Additionally, on quarterly basis, RBI related complaint data will be presented to the Board of Directors. Additionally, on annual basis report on the complaints received during the year shall be placed before the Board of Directors.

6. TRAINING

The Grievance Redressal Officer from time to time basis will impart training to the Customer Service team to sensitize the staff on manner of handling the complaints and to mitigate the chances of complaints and/or to have quick resolution of the complaints.

7. AMENDMENT

Any amendment in this policy shall be done with the approval of the Board of Directors. Notwithstanding anything contained herein, any subsequent amendment in the guidelines/notifications/circulars issued in this regard, shall automatically apply to this Policy. Accordingly, this policy shall be duly revised to incorporate any amendments.

8. POLICY REVIEW

This Policy shall be reviewed by the Board of Directors every year, in order to align with the ongoing regulatory and business requirements. The reviews shall consider the process improvement of redressal of grievance, overall performance of the complaint management system, etc.

9. DISCLOSURE

This policy along with the copy of the RBI Integrated Ombudsman Scheme and the contact details of the Principal Nodal Officer shall be hosted on the website of the Company