

BIZLOAN PRIVATE LIMITED

GRIEVANCE REDRESSAL MECHANISM

Version Control

Version	Adoption/ Amendment Date by Board	Prepared / Changed by	Last Review Date
1.0	October 07, 2024	Legal & Compliance	N.A.

GRIEVANCE REDRESSAL MECHANISM

Objective

The customer grievance redressal mechanism is framed to provide customer services and to comply with the guidelines of fair practices code prescribed by the Reserve Bank of India (“**RBI**”) under the Master Direction – Reserve Bank of India (Non-Banking Financial Company –Scale Based Regulation) Directions, 2023 (“**SBR-MD**”), as amended from time to time, and the fair practices code (“**FPC**”) of Bizloan Private Limited (“**Company**”) which inter-alia sets out broad parameters for dealing with customers.

The board of directors (“**Board**”) of the Company has laid down this grievance redressal mechanism (“**GRM**”) in compliance with the requirements under the SBR-MD, Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 and other laws to the extent applicable to the Company. This GRM ensures that all disputes arising out of the decisions of lending institution’s functionaries are heard and disposed of at least at the next higher level.

Principles

Customer complaints comprise an important voice of a customer and following will direct standards at the Company for managing client grievances:

- Customers will be treated fairly at all times;
- Complaints raised by customers will be dealt with courtesy and resolved in a timely manner;
- Customers will be informed of avenues to escalate their complaints within the organization, and their rights in cases when their complaints are not resolved in a timely manner or when they are not satisfied with the resolution of their complaints; and
- Employees will work in good faith and without prejudice, with all customers.

Systems for Resolution of Grievances

The Company has laid out a robust customer redressal mechanism (“**CRM**”) system to ensure the timely resolution of the customer grievances. The system captures the complaints, tracks turn-around time (“**TAT**”) on the basis of the nature of the query and escalates issues on the basis of predefined TATs and as per the escalation matrix.

Once captured in the CRM system, the customer service team is responsible for resolution of complaint/ grievance to the customer’s satisfaction. Every attempt is made to offer the customer suitable and appropriate alternate solutions wherever possible. However, if the customer continues to remain dissatisfied with the resolution, the customer can escalate the issue through the GRM as referred below.

Grievance Redressal Mechanism

This GRM applies to any customer having issues/ grievances/ complaints/ feedback, with respect to:

1. the product and services offered by the Company and/or its business partners or agents; and/or
2. discrepancies and grievances of the customer, with respect to processing of information provided by them.

Step 1:

Company’s officer:

Such customer may log in a complaint to the Company through any of the following channels:

- Write an email to us at: support@bizloanindia.com
- Call the Customer Service Helpline: 0124-4072968
- You may write a letter at the address: 134, Qutab Plaza, DLF City Phase 1, Gurugram 122002
- Complaints can be handed over at: 134, Qutab Plaza, DLF City Phase 1, Gurugram 122002

In case of any such complaints/grievances/ feedback, the customer may contact the Company's officer at the aforementioned address, contact number or Email ID. Customers are requested to address all their grievances at the first instance to the company's officer available through the channels above and provide the relevant information as may be required to suitably identify the customer and resolve the grievance(s). Anonymous complaints will not be addressed.

The Company will endeavour to resolve the grievance within a period of 7 (seven) days from the date of receipt of a grievance by the Company.

Step 2:

Principal Nodal Officer/ Grievance Redressal Officer:

If the customer/borrower is not satisfied with the response received from the Company, he/she may raise the issue with the Grievance Redressal Officer of the Company, the name and contact details of whom are as furnished below:

Attention: Mr. Aashish Srivastava
Address: 134, Qutab Plaza, DLF City Phase 1, Gurugram 122002
Email ID: aashish.srivastava@bizloanindia.com
Contact: +919999115114

The Company will endeavour to respond to each complaint within 15 (fifteen) business days from the date of receipt of the complaint.

Step 3:

If any complaint lodged by a customer / borrower against the Company or a lending service provider engaged by the Company is not resolved by the Company within the period stipulated by the RBI (currently 30 (thirty) days), they can: (a) lodge a complaint over the Complaint Management System (CMS) portal under the Reserve Bank-Integrated Ombudsman Scheme, 2021 ("RB-IOS") at: <https://cms.rbi.org.in> to the Ombudsman in whose jurisdiction the office of the Company complained against, is located; or (b) appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI (complete contact details), under whose jurisdiction the registered office of the Company falls.

Display of Information

The Company shall, at all places from where it conducts business prominently display the details of the GRM as well as the details of the Regional Office of the RBI under whose jurisdiction the Company is registered.

Ombudsman Scheme

The Company has adopted the Reserve Bank - Integrated Ombudsman Scheme, 2021 ("Ombudsman Scheme") as notified by RBI on November 12, 2021. If the customer does not receive any reply from the Company within one month of the date of the complaint or is not satisfied with the response provided, he/she can file a complaint with the Ombudsman under the Ombudsman Scheme, not later than one year from date of receipt of response. The Company has also appointed a Nodal Officer, who shall be responsible for representing the Company and furnishing the requisite information to the Ombudsman in respect of complaints filed against the Company. The Company has displayed the Scheme, Salient features of the Scheme and details of the Principal Nodal Officer appointed by the Company and the Ombudsman to whom the complaints are to be made by the Customer at all branches from where it conducts business and also on the website of the Company, which is available here: www.bizloanindia.com

Internal Review and Monitoring

The Board will undertake a periodic review (at least on a quarterly basis) with respect to compliance of the FPC, including the requirements prescribed under the SBR-MD, functioning of the grievance redressal mechanism at various levels of management of the Company, monitoring of complaints, TAT, nature of complaints etc. to ensure that process loopholes, if any, are plugged and trends are checked. The Grievance Redressal Officer will submit reports to the Board for the purposes of undertaking periodic review, as stated aforesaid.

A consolidated report of such reviews will be submitted to the Board at regular intervals (at least on an annual basis) or anytime at the instance of the Board, whichever is earlier. The Grievance Redressal Officer will submit the consolidated report to the Board for review.