

**EPIMONEY PRIVATE LIMITED**

# Policy on Grievance Redressal Mechanism

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Detailed Policy Document

**EPIMONEY PRIVATE LIMITED**

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<b>Version</b>	<b>Policy changes</b>	<b>Document Author</b>	<b>Approval Date</b>	<b>Approved By</b>
V1	Initial Policy	Epimoney Compliance Team	22 January 2020	Board of Directors
V2	Changes as per Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023	Epimoney Compliance Team	13 February 2024	Board of Directors

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## 1. **INTRODUCTION:**

FlexiLoans is a trusted digital lending platform owned and operated by Epimoney Private Limited, a Reserve Bank of India (RBI) registered Non-Banking Financial Company (NBFC) (“Company” or “We” or “Our” or “Us”). Our commitment is to empower small and medium-sized enterprises (SMEs) by providing quick and flexible financial solutions for their business growth.

## 2. **OBJECTIVE:**

- The objective of the Grievance Redressal policy of the Company is to ensure the fair and equal treatment to all its customers without any bias irrespective of caste, creed, race, gender, special abilities on all occasions.
- The resolution of grievances is within defined Turn Around Time (TAT).

## 3. **KEY PRINCIPLES OF THE POLICY**

The policy aims at minimising instances of customer complaints and grievances through proper service delivery and review mechanism. It ensures prompt redressal of customer complaints and grievances based on the following principles:

- a. Complaints raised by customers are dealt with courtesy and without undue delay. The grievances should be resolved in a timely manner and the estimated time to resolve should be communicated to customers.
- b. All customers are to be treated fairly and without bias at all times.
- c. Customers are fully informed of all avenues to register their queries and complaints and escalate their complaints/ grievances within the Company (which shall include online and offline modes of communicating their queries/ complaints) and their rights to alternative remedy, if they are not fully satisfied with the response of the Company to their complaints.
- d. The Company’s employees and outsourced agencies (if any) shall act in good faith and without prejudice to the interests of the customer and within the laid down policies and guidelines of the Company.
- e. The Grievance Redressal Mechanism as provided in this Policy will also deal with the issues relating to services provided by the outsourced agency and Lending Service Providers (LSP), if any. Further, a time limit of 30 days shall be given to the customers for preferring their complaints/ grievances with respect to the outsourcing agency and LSP.
- f. The Company shall also ensure that there is a suitable Nodal Grievance Redressal officer appointed by LSPs, if any, to deal with FinTech/ digital lending related complaints.

- g. The framework laid down shall ensure that all disputes arising out of the decisions of Company’s functionaries are heard and disposed of at least at the next higher level. In case of digital lending, where LSPs are involved, the ultimate responsibility of resolving customer grievance shall always be of the Company.
- h. A summary of the customer grievance reports along with the actions initiated would be reported to the Board. The report shall contain information such as the total number of complaints received, disposed of and pending, with reasons thereof, which will be placed before the Board for their information/ guidance.

#### 4. ESCALATION MATRIX

The Company has multiple channels of communication and customers can use any of the following modes to raise or escalate a complaint with Us. Details of the escalation matrix are as below:

LEVELS	CONTACT PERSON/ TEAM	MODE THROUGH WHICH THE CUSTOMERS MAY CONNECT	TAT FOR GRIEVANCE RESOLUTION
<b>Level 1</b>	Customer Service team	<p><b>Mobile App</b> - 'FlexiLoans: Business Loan App,' available on Google Play Store.</p> <p><b>Customer Portal:</b>  <a href="https://flexiloans.com/grievance-redressal-mechanism">https://flexiloans.com/grievance-redressal-mechanism</a></p> <p><b>Email</b> - customer can write to Us at <a href="mailto:myaccount@flexiloans.com">myaccount@flexiloans.com</a></p> <p><b>Telephone</b> - Customers can call Us on toll free number: 022 - 68219595 (Telephone Lines are open on 10:00 am to 7:00 pm Monday to Saturday except National Holidays).</p> <p><b>By post</b> - Customers can post to Us at: Epimoney Private Limited (FlexiLoans), 7<sup>th</sup> Floor, South Annexe, Tower 2, One World Centre, 841, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra – 400013.</p>	Within 07 days from the date of receipt of customer complaint.
<b>Level 2</b>	Customer Service Head	If the customer does not receive a response from the Customer Service Team within 14 (fourteen) days of making a representation, or if the customer is not satisfied with the	Within 14 days from the date of receipt of customer complaint.

		<p>response received from the Customer Service Team, the customer may reach the Customer Service Head on the telephone number or post or through email, at the below mentioned address:</p> <p><b>Email:</b> <a href="mailto:archana.kutty@flexiloans.com">archana.kutty@flexiloans.com</a></p> <p><b>Telephone</b> – 022 - 68219595 (Telephone Lines are open from 10:00 am to 7:00 pm Monday to Friday except National Holidays).</p> <p><b>By post</b> - Epimoney Private Limited (FlexiLoans), 7<sup>th</sup> Floor, South Annexe, Tower 2, One World Centre, 841, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra – 400013.</p>	
<b>Level 3</b>	Compliance Head	<p>If the customer is not satisfied with the resolution provided on their complaints, they may escalate their complaint to the Compliance Head of the Company in writing or through email, at the below mentioned address:</p> <p><b>Email</b> - <a href="mailto:compliance@epimoney.com">compliance@epimoney.com</a></p> <p><b>Post</b> – Compliance Head, Epimoney Private Limited (FlexiLoans), 7<sup>th</sup> Floor, South Annexe, Tower 2, One World Centre, 841, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra – 400013.</p> <p><b>Telephone</b> – 022 - 62603800 (Telephone Lines are open from 10:00 am to 6:00 pm Monday to Friday except National Holidays).</p> <p><b>By post</b> - Epimoney Private Limited (FlexiLoans), 7<sup>th</sup> Floor, South Annexe, Tower 2, One World Centre, 841, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra – 400013.</p>	Within 22 days from the date of receipt of complaint.

<p><b>Level 4</b></p>	<p>Grievance Redressal Officer (GRO)</p>	<p>If the grievance is not resolved by the Compliance Head within 8 days from the date of receipt of consumer complaint(s) or if the customer is not satisfied with the resolution provided by the Compliance Head of the Company, the customer can escalate the grievance with the Company's GRO, the details of which are provided below:</p> <p><b>Name of the Grievance Redressal Officer:</b> Mr. Manish Lunia</p> <p><b>Email id:</b> <a href="mailto:nodal.grievance@epimoney.com">nodal.grievance@epimoney.com</a></p> <p><b>Address:</b> Epimoney Private Limited (FlexiLoans) 7th Floor, South Annexe, Tower 2, One World Centre, 841, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra – 400 013.</p> <p><b>Telephone-</b> Customers can call Us on Our toll-free number @ 022 - 62603803*</p> <p>*Telephone Lines from Monday to Friday between 10:00 am to 6:00 pm, except on National Holidays.</p> <p><b>Note:</b> Please note that a grievance can be escalated to the GRO only when the complaint is not resolved by the Compliance Head within the prescribed TAT or if the customer is not satisfied with the resolution provided by the Compliance Head of the Company. Customer shall keep the ticket number (allocated against the grievance by customer service team) in record and shall provide the same to the GRO for grievance escalation.</p>	<p>Within 30 days from the date of receipt of complaint.</p>
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\* The number of days as stated in the above table for the escalation of complaint at different levels shall be computed from the first date the complaint is raised with the Company's contact team i.e. Customer service team.

If a customer does not receive any response within 30 days from the Company from the date of complaint being raised or is not satisfied with the resolution of their complain, they may write to the **RBI Ombudsman** through any of the touchpoints mentioned below:

**Post:** Deputy General Manager, Department of Non-Banking Supervision, Reserve Bank of India, Post Box No. 40, Chennai Post Office, Chennai.

**Website:** Online compliant management system at <https://cms.rbi.org.in>

**Telephone:** Call Centralized Receipt & Processing Centre (CRPC) at their toll-free helpline number @14448 to know how to file a complaint and check the status of a filed complaint.

The customer can lodge a complaint related to **unauthorized acceptance of deposits/schemes** of various kind and fake emails at <https://sachet.rbi.org.in/home/index>

**For FinTech/ Digital Lending related complaints:** For any complaints related to Fintech/ digital lending, contact us/ write to us at:

**Grievance Redressal Officer:** Mr. Manish Lunia

**Contact Number:** 022 - 62603800 – 10:00 am to 6:00 pm (Monday to Friday except National Holidays)

**Email ID:** [nodal.grievance@epimoney.com](mailto:nodal.grievance@epimoney.com)

## **5. TRAINING STAFF FOR IMPROVEMENT IN SERVICE AND HANDLING COMPLAINTS**

The Company understands the importance of providing adequate training for their staff to handle complaints/ grievances with courtesy, empathy and promptness. In order to achieve the same, the Company shall conduct training programmes regularly for staff on customer service and efficient handling of grievances.

## **6. POLICY REVIEW:**

The policy will be approved/ amended/ reviewed by the Board of Directors. This Policy shall be reviewed at least once in a year or in between, if required, as per changed market scenario and/ or statutory guidelines including applicable directions, instructions, guidelines or orders issued by the RBI.