



LOANZEN FINANCE PVT LTD

CIN: U65999KA2017PTC100666 | www.loanzen.in

Office: 734, 1st Floor, 22nd Cross, Sector 3, HSR Layout, Bangalore 560102

Contact: +91-080-4970 7433, hello@loanzen.in

LOANZEN FINANCE PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY (PRESENTED TO BOARD ON 3-SEP-2018)

Introduction

Loanzen Finance (Company) is committed to providing the highest level of customer service in its lending business. This is a key differentiating factor in creating a brand and ensuring sustainable growth for the business as a whole.

A key aspect of customer service and customer delight is the process of dealing with customer complaints and grievances. This policy document aims at minimizing customer complaints and grievances through the right delivery processes and also prompt redressal of customer complaints and grievances. The purpose of this document is to define customer grievance redressal policy for our Company as per the directions of RBI.

Objective of the Policy

The code has been developed with an objective of:

- To promote good and fair practices by setting minimum standards in dealing with customers
- To provide full information/knowledge to customers regarding the products and services offered by the Company so as to enable them to take informed decision
- To increase transparency, so that, customers can have better understanding of what they can reasonably expect of the services offered by the Company
- To ensure complaints raised by customers are dealt with courtesy and without undue delay
- To ensure customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the Company to their complaints
- To ensure all complaints are dealt with efficiently and fairly to avoid any damage to our reputation and business
- To provide prompt and responsive complaint resolution to the customers
- To ensure objectivity in the complaint handling process
- To ensure adherence to all relevant Regulatory and Statutory requirements as mandated by RBI and mentioned in the Grievance redressal policy
- To promote a fair and cordial relationship between the customer and the Company



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- To ensure visibility and accessibility of complaint handling process to all complainants
- To ensure confidentiality of complainants information unless required for addressing the complaint

Complaint Definition

Any expression of dissatisfaction about a product or service that is not resolved at first point of contact is a complaint. The reason for customer complaint can be due to:

- The behavioural aspects in dealing with customers
- Inadequacy of the processes/operations or gaps in standards of services expected and delivered.

Registration of Grievance/Complaints

Following are the means to register the complaint by customer

- Verbally: Customers can contact our branch and advise our branch staff of their Grievance. The Grievance needs to be recorded in the Complaint register kept at branches and details forwarded to HO for resolution.
- Letter: Customers can lodge their complaints in writing by sending a letter to the Branch Manager of the branch from which they availed the loan
- Email: Customers can also email their complaints in writing to the email: hello@loanzen.in

Redressal of Grievance/Complaints:

- Internal Process to handle the customer Grievance/Complaint:.

The concerned branch managers will provide a response to the customer's complaint within 15 working days of the complaint having been received. If the customer is not satisfied with the reply from the company, or not in receipt of any response within 15 working days, they can write, mail or call to the Grievance Redressal Officer of the Company as under:

VENKATESH SANKARARAMAN

GRIEVANCE REDRESSAL OFFICER, LOANZEN FINANCE PVT LTD

Contact Details: 080- 4970 7433

Address: 734, 1st Floor, 22nd Cross, Sector 3, HSR Layout, Bangalore 560102

Upon examination of the complaint, the Grievance Redressal Officer will send the customer a final response or explain why it needs more time to respond and shall endeavour to do so within 15 working days.



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If the customer remains dissatisfied with the response from the Company or if the complaint is unresolved, then the customer may appeal to 'the Officer-in-Charge of the Regional Office of DNBS of RBI' at the following address:

Department of Non-Banking Supervision
Bangalore Regional Office,
10/3/08, Nrupatunga Road, P.B.No.5470,
Bangalore-560001

Exclusions

The following complaints/allegations shall not be taken up for consideration and disposal as "Customer Complaint"

- Anonymous complaints without proper supporting details
- Matters involving decision in which the complainant has not been affected either directly or indirectly
- Matters that are sub-judice or where any judicial authority has passed an order
- Cases which have been reported as fraud and/or is under investigation by government authorities like Police, Tax, etc. or where the authority has already taken a view on the subject matter, after investigation
- A complaint which has already been disposed off by the Company

Sensitizing the officers of the Company on complaint handling

The Company will ensure that all staff members of the Company are given proper training both internal and external (as required) to effectively handle the grievance/complaint of the customer.