

# GRIEVANCE REDRESSAL POLICY

Legal and Compliance Team

SAMPATI SECURITIES LIMITED

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### Summary of Policy

Version	Issue and Effective Date	Review Periodicity	Approving Authority	Policy Owner	Confidentiality level
V2	23.04.2024	As and when require/any change in regulatory requirement	Board of Directors	Legal and Compliance Team	Available in Public

### Details of Last Review

Review Date	Next Review Date	Comments/Remarks/Changes
23.04.2024	April 2025	(i) Reserve Bank - Integrated Ombudsman Scheme, 2021  (ii) Reviewed in accordance with the Master Direction - Reserve Bank of India (Non-Banking Financial Company - Scale Based Regulation) Directions, 2023

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## **PREFACE:**

Sampati Securities Limited [the “Company/SSL”], is a Non- Banking Financial Company. In terms of the RBI Master Direction - Reserve Bank of India (Non-Banking Financial Company - Scale Based Regulation) Directions, 2023 (“Directions”), every Non- Banking Financial Company (NBFCs - Base Layer) [“RBI”] require to have internal grievance redressal policy for its customers and stakeholders.

It is essential that grievances of the customers are given due consideration and quick action is taken to resolve the same. To provide efficient and enhanced services to the customers and resolution of their grievances, the Company has adopted this Grievance Redressal Policy providing for an effective Grievance Redressal Mechanism.

## **OBJECTIVE:**

The Company is committed to ensure transparency and fair dealings. The Company and all its employees as well as its third party service providers appointed by the company are bound by the commitments provided as under:

- Offering efficient channels to route the queries
- Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner
- Customers shall 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.

## **DEFINITION OF COMPLAINT AND QUERY**

Customers may approach the company for various reasons which inter-alia include, enquiry/clarifications regarding the services, enquiry/clarification regarding documents uploading on mobile app./web portal, extension on tenure, waiver of interest and penalties, enquiry regarding settlement, request to avail EMI facility, and to raise a grievance regarding deficiency in service of the company or third party service provider onboard by the company. The company has defined Query/ Request and Complaint clearly, so that the Customer issues can be addressed accordingly.

List of queries including following but not limited to;

1. enquiry/clarifications regarding the services,
2. enquiry/clarification regarding documents uploading on mobile app./web portal,
3. extension on tenure, waiver of interest and penalties,
4. enquiry regarding settlement, request to avail EMI facility,

A Complaint is any Customer dissatisfaction expressed through any of the company’s Channels/modes, with respect to product/services of the company/offered by the company, employee or Outsourced service provider or related to any of the below mentioned scenarios, but not limited to the following:

- a) Delayed processing of requests, claim settlement or non-execution of service requests after expiry of Turnaround time for such service/ deliverable, as prescribed by the company or Regulatory Bodies.
- b) Complaints related to deficiency in services, technology related complaint.
- c) Customer claiming levy of charges which are not mentioned in the schedule of charges communicated, without adequate prior notice to the borrower/customer.

d) Customer complaints related to service issues, employee behavior and activities outsourced by the company.

e) Non reversal of amount for failed electronic transaction.

2. Any doubt/ enquiry/ clarification/ seeking status/ request processing which is placed with company may be categorized as Query or Request before expiry of Turn Around Time (TAT) prescribed by the Company.

#### **GRIEVANCE REDRESSAL OFFICER:**

The Board of Directors of the Company have appointed a Grievance Redressal Officer (GRO), who shall be responsible for overall functioning of the Grievance Redressal Mechanism of the Company. The Grievance Redressal Officer shall also be responsible to address grievances escalated to him / her and for ensuring prompt and efficient functioning of grievances redressal mechanism.

#### **GRIEVANCE REDRESSAL MECHANISM:**

Any customer having a grievance / complaint / feedback with respect to the product and service offered by SSL may write to the Company' Customer Service Department in the following manner:

##### **Filing a Complaint:**

a. The customer may contact Credit's customer support executive in case of any query/problem or grievance.

Email ID: [customer.support@creditt.in](mailto:customer.support@creditt.in)

Contact Number: +91 2245811515

b. Email: Customers can send their grievance through email at:

[customer.support@creditt.in](mailto:customer.support@creditt.in),

[grievance@creditt.in](mailto:grievance@creditt.in),

[finance@sampati.co.in](mailto:finance@sampati.co.in)

- For proper resolution, Customer is requested to mention the Loan application number or Loan Account number while filing the complaint.
- Anonymous complaints will not be addressed which includes complaints that are abusive or frivolous or vexatious in nature.

##### **Resolution Process:**

- On receipt of complaint, the Company shall, within reasonable time, send a reply of the same to the complainant. All the complaints received shall be recorded and responded.
- The Customer Service Officer shall ensure that all complaints are resolved in a timely and effective manners, and status of resolution / closure of complaints in records is updated.
- The Customer Service Officer shall monitor the complaints status to ensure that the complaints are resolved within 30 days of receipt of complaint.
- If in any case, the Company needs additional time, the Company will inform the customer the reasons of delay in resolution within the timelines specified above and provide expected time lines for resolution of the complaint.

## ESCALATION MATRIX

If a customer is not satisfied with the resolution provided by the Company in the specified period above, the customer can escalate the issue to:

<b>Level-1 Escalation of complaints regarding Credit+ App</b> The customer may contact Credit+'s customer support executive in case of any query/problem or grievance. <b>Email ID : <a href="mailto:customer.support@creditt.in">customer.support@creditt.in</a></b> <b>Contact Number : +91 2245811515</b> The office would be operational between 10:00 to 19:00 (except public holidays)	<b>Level-2 Escalation of complaints regarding repayment of loan and other</b> If the customer is not satisfied with the response received from the customer support executive or the query/problem was not answered/solved within 7 working days, he/she may raise the issue with Grievance Redressal Officer of the service provider. <b>Name : Ms. Kavisha Inamdar</b> <b>Contact Number : 08097452970</b> <b>Email ID: <a href="mailto:grievance@creditt.in">grievance@creditt.in</a></b> The office would be operational between 10:00 to 19:00 (except public holidays)
<b>Level-3 Escalation of complaints (If not resolved in level 1 and 2)</b> If the complaint is not resolved within a period of 15 working days after raising an issue with Grievance Redressal Officer, the customer/borrower may appeal to the Regulated Entity's Nodal Officer in charge. The name and contact details are as furnished below. <b>Name : Mr. Viral Shah</b> <b>Contact Number : 079-26578110</b> <b>Email ID: <a href="mailto:nodalofficer@sampati.co.in">nodalofficer@sampati.co.in</a></b>	<b>Level-4 Escalation of complaints (If not resolved in level 1 and 2 and 3)</b> If the customer does not receive any response from the company/Level 3 within 30 working days or is dissatisfied with the response, he/she may approach to Reserve Bank of India, Regional office of Department of Non-Banking Supervision (DNBS) of at the address given below: <b>The Reserve Bank of India</b> Department of Supervision, 4th floor, "Riverfront House", Behind H. K. Arts college, Between Gandhi & Nehru Bridge, Pujya Pramukh Swami Marg(Riverfront Road-West), Ahmedabad-380 009,Gujarat, India <b>Office Email id: <a href="mailto:dosahmedabad@rbi.org.in">dosahmedabad@rbi.org.in</a> or register a complaint on (<a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>) portal.</b>

### DISPLAY OF INFORMATION:

The Company shall, at all places from where it conducts business prominently display the details of the Grievance Redressal Mechanism as well as the details of the Regional Office of the Reserve Bank of India under whose jurisdiction the Company is registered.

### DETAILS OF RBI - INTEGRATED OMBUDSMAN SCHEME, 2021:

The Company has adopted the Reserve Bank - Integrated Ombudsman Scheme, 2021 as notified by RBI on November 12, 2021.

If the customer does not receive any reply from SSL within one month of date of Complaint or is not satisfied with the response provided by SSL, he/she can file a complaint with the Ombudsman under the Reserve Bank - Integrated Ombudsman Scheme, 2021 ("the scheme"), not later than one month from date of receipt of response.

SSL has appointed Nodal Officer, who shall be responsible for representing SSL and furnishing information to the Ombudsman in respect of complaints filed against SSL.

The detailed scheme shall be accessible at company's website at <https://sampati.co.in/our-policies.html> and DLA/LSP's website at <https://credittnow.com/policy?policies=grievance>

**MONITORING AND REVIEW:**

The Grievance Redressal Officer shall ensure effective monitoring of the complaints and their resolution, and undertake necessary amendments to the Grievance Redressal Mechanism to make the process more efficient. The Company shall ensure periodic review of the Grievance Redressal Mechanism to ensure efficient and effective functioning of the same.

**REVIEW OF GRIEVANCE REDRESSAL POLICY:**

This Grievance Redressal Policy of the Company will be reviewed by the Board on recommendation of Grievance Redressal Officer on an annual basis for necessary changes required for enhancing the transparency and ethical standing of the organization and also to consider and adopt relevant regulatory amendments.