

## **Grievance Redressal Policy**

Zoho Finance Private Limited (ZFPL) is a Non-Deposit taking Non-Banking Financial Company (NBFC) registered with the Reserve Bank of India and it is an Investment and Credit Company.

Customer Service is a key focus area of ZFPL. Customer Service for us is a holistic approach targeting consistent improvement in customer experience and quality of operations. We strongly believe that a satisfied customer is the most important factor in developing our business. The Customer Grievance Redressal Policy outlines the framework for addressing the customer grievances. This Standard Operating Procedure is required to be approved by the Board of Directors as per the requirement under the Appointment of Internal Ombudsman by Non-Banking Financial Companies.

As per the guidelines of RBI, all NBFCs should ensure that a suitable mechanism exists for receiving and addressing complaints from its customers with specific emphasis on resolving such complaints fairly and expeditiously. In order to address customer grievances while servicing the customers, the Company formulates a suitable mechanism to address such requirements.

### **Objective**

- 1. To ensure fair and equal treatment to all its customers without any bias on all occasions.*
- 2. The resolution of grievances is within the defined Turn Around Time.*
- 3. The resolution process is accelerated with proactive interventions by the Grievance Redressal Committee to cause nil distress to the customers.*

### **Grievance Assessment**

This policy stipulates the requirements relating to the registration of complaints, escalation of complaints, resolution of complaints and periodic review of grievances redressal.

### **Registration of Complaints**

The Company enables its customers to register complaints through multiple channels. A time limit of 30 days shall be given to the customers for preferring their complaints/grievances.

The various levels are as follows:-

The customer/borrower may contact our customer support in case of any query/problem or grievance. The Customer/borrower can:

**Voice Support**– The customer can call us at Customer Care 18005713737 between 10:00 am to 5:00 pm from Monday to Friday.

**Email Support**– Please write to us from your registered email ID at [grievance@zfpl.com](mailto:grievance@zfpl.com) ((Please ensure to mention your loan account number and contact number in the email). The customer will receive a response from the team within 3 business days but there will be instances wherein the team may even take longer time to respond/reply.

### **Escalation Matrix for Customers**

	Channel	Addressed to
Level 1	Customer Care Team	All types of loans- Email <a href="mailto:grievance@zfpl.com">grievance@zfpl.com</a> and toll free number- 18005713737
Level 2	Grievance Redressal Officer	Mr. Niraj J Jain / 7904994431
Level 3	RBI- Ombudsman	<a href="https://cms.rbi.org.in/">https://cms.rbi.org.in/</a>

### **Review and Monitoring**

The Company reviews and monitors the grievances received in the following manner:

1. *On a daily basis, the status of resolutions of complaints/grievances shall be monitored by the authorized staff and put before the officer In-charge.*
2. *On a monthly basis, compliance with the fair practices code including all the grievances received, resolutions provided, and turnaround time shall be reviewed by the Board.*
3. *On a quarterly basis, the Board reviews the functioning of the Fair Practice Code including the effectiveness of the Grievance Redressal Mechanism.*

### **Policy Review**

The Board shall review the grievance redressal policy on an annual basis or at earlier intervals, in case of any regulatory changes necessitating such interim reviews.

***This policy was approved by the Board of Directors at its meeting held on 14<sup>th</sup> December 2023.***