

WORTGAGE FINANCE PRIVATE LIMITED

Grievance
Redressal Policy

Grievance Redressal Mechanism

In the present competitive scenario, excellent customer service is an important tool for sustained business growth. Customer complaints are part of the business life in any corporate entity.

At WORTGAGE FINANCE, Customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new Customers, but also to retain existing ones. WORTGAGE FINANCE has come up with a lot of initiatives that are oriented towards providing a better Customer experience and an efficient grievance redressal mechanism with a view to providing enhanced experience to our Customers.

In order to make WORTGAGE FINANCE's redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given framework of rules and regulation.

Purpose/Key Commitments

WORTGAGE FINANCE's key commitments towards its Customers are:

- To ensure fair treatment of all Customers;
- To resolve grievances and complaints in a timely manner;
- To take time to fully understand the Customers' questions and to respond in the most helpful way possible;
- To educate Customers about the redressal mechanism and the designated officials to be contacted for resolving issues/ complaints.

Importantly, WORTGAGE FINANCE takes the privacy and dignity of our Customers very seriously, and treats its Customers fairly and in a courteous manner at all times.

Machinery to handle Customer complaints/ grievances

Customers who wish to provide feedback or send in their complaint may use the following channels **between 10:00 am and 7:00 pm, on Monday to Saturday (except on national holidays)**.

- 1) Internal Machinery to handle the customer complaints
 - i) Call our Customer Service Helpline on 08046972336 (10:00 am to 7:00 pm – Monday to Saturday, except on national holidays)

- ii) Email us at grievances@wortgagefinance.com
 - iii) Write to us at the mentioned address:
Wortgage Finance Private Limited
2nd Floor, No. 251, 17th Cross, 5th Main Road,
HSR Layout Sector 6, Bangalore,
Karnataka - 560102
- 2) In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by WORTGAGE FINANCE, the customer can approach the **Nodal Officer** and **Grievance Redressal Officer**:

Name	Mr Raja Mohammed
Designation	Nodal Officer and Grievance Redressal Officer
Contact Number	+91-8065185500 – 10.30 am to 6.00 pm Monday to Friday except National Holidays
Email ID	nodalofficer@wortgagefinance.com

The Grievance redressal Officer will be available during office hours to receive the grievance of all customers. In the event of the Grievance redressal Officer not being available the head of customer support team shall attend the customer.

After examining the grievance, the Grievance redressal Officer will send the final response within 30 working days of the receipt of the complaint/ grievance. During this time, Customers can write into us to check on the status of their grievance, and we will endeavour to respond to them as quickly as possible.

Certain types of cases might need additional time due to the nature of the activities involved; for e.g. retrieval of documents. The Company will inform the Customers of such delay and provide expected timelines for resolution of the complaint.

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to Officer-in- Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the WORTGAGE FINANCE falls. The details of DNBS is as given below:

RBI Ombudsman – NBFC
Reserve Bank of India, Martha's
Heart Centre,
10/3/8, Nrupathunga Road, Opp St, Bengaluru, Karnataka 560001

1. Mandatory display requirements

WORTGAGE FINANCE has the following in all our branches:

- Appropriate arrangement for receiving complaints and suggestions.
- Display of the name, address and contact number of the Complaint Redressal Officer

The process of the grievance redressal unit will ensure closure of all complaints to the Customers' satisfaction.

They will ensure that the complaint is escalated to the appropriate levels in case it is not possible to resolve at his/her level. Whilst the ultimate endeavour is to ensure we reach a situation where our Customers don't have to complain to senior management to get an effective redressal, we have put in a robust mechanism to handle these complaints, review them from a point of view of understanding reasons for the complaint and for the escalation and working on prevention of recurrence thereof.

2. Time frame

To register complaints, the Customers may use any of the channels mentioned above (refer point (a) on Internal Machinery to handle the customer complaints). If the complaint has been received in writing, WORTGAGE FINANCE will endeavour to send an acknowledgement / response within a week. Once the matter is examined, WORTGAGE FINANCE endeavours to either send a final response to the Customer or an intimation seeking more time within one month upon receipt of complaint.

Complaints that are received at our end will be seen in the right perspective and would be analysed from all possible angles. The communication of WORTGAGE FINANCE's stand on any issue will be provided to the customers. Complaints that require some time for examination of issues involved will be acknowledged promptly.

Certain types of cases might need additional time due to the nature of the activities involved; for e.g. retrieval of documents. WORTGAGE FINANCE will inform the customers of such delay and provide expected timelines for resolution of the complaint.

The aforesaid Policy will be reviewed periodically /revised as and when there are any new changes incorporated by WORTGAGE FINANCE in handling complaints / grievances of the customer which includes introduction of new grievance channels, if any.