

GDL LEASING AND FINANCE LIMITED

CUSTOMER GRIEVANCE REDRESSAL POLICY

1. OVERVIEW

GDL Leasing And Finance Limited (“**Company**”) believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behavior while dealing with its customers.

In compliance with the guidelines issued by the Reserve Bank of India (“RBI”), as applicable to non-banking financial companies, for maintenance of an appropriate grievance redressal mechanism within the organisation to resolve the complaints and grievances of its customers, the Company has formulated this Grievance Redressal Policy (“Policy”) setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company (“Complaints”), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Company for providing such services on behalf of the Company.

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Company and/or the RBI.

This document aims to describe internal policy for handling Customer complaints. It describes various channels for lodging the complaint, obtaining solutions from the concerned department and responding Customers with the solution within the committed time period.

2. OBJECTIVE

Customer complaints constitute an important voice of customer and the Company has framed the Policy to lay down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

The purpose of the Policy is to ensure that:

- ❖ the Customers are treated fairly and without bias, at all times.
- ❖ the Complaints raised by the Customers are dealt with courtesy and resolved in a timely manner.
- ❖ the Customers are informed of the avenues to escalate their Complaints within the Company.
- ❖ the Customers are informed of their rights so that they can opt for alternative remedies if they are not fully satisfied with the Company's response or resolution to their Complaints.

3. RAISING A COMPLAINT

3.1 Modes of raising Complaint:

- **Voice Support:** The customer can call us at helpline 011-69206216 at between 10:00 am and 6:00 pm from Monday to Friday.
- **Email Support:** Please write to us at atulgdlfinance@yahoo.com
- **Postal (through letter):** Customer Care Department, GDL Leasing And Finance Limited - 206, Second Floor , Vardhman Diamod Plaza, Plot No.3 DDA Community Centre , D.B Gupta Road, Motia Khan, Pahar Ganj, Central Delhi, India, 110055.
- **Complaint in Person:** GDL Leasing And Finance Limited :- 206, Second Floor , Vardhman Diamod Plaza, Plot No.3 DDA Community Centre , D.B Gupta Road, Motia Khan, Pahar Ganj, Central Delhi, India, 110055.

3.2 Content / information in Complaints

While raising a complaint, each complaint should have the following information:

- a. Customer's complete name;
- b. Customer's complete correspondence address;
- c. Loan ID;
- d. Registered mobile number/Phone number;
- e. E-mail address, if any;
- f. Details of the complaint;
- g. Documentary Proof, if required

4. COMPLAINT TREATMENT

4.1 Procedure for addressing the complaint:

First call resolution: All the complaints which can be resolved immediately when raised, the response shall be provided on the same call and close the same.

Resolution post verification: For the complaints which must be verified and may need further investigation/support from other departments and hence cannot be resolved immediately, customer shall be informed about the expected timelines of the closure. For these complaints, tickets shall be raised and assigned to the concerned departments on priority. We are committed towards resolving all customer's complaints within 1 (One) month from date of receipt of complaint with complete details.

4.2 Mechanism to handle customer complaints/ grievances:

While handling the customer complaints, the customer shall be informed about the following:

- a. Information pertaining to all issues/concerns raised by the customer;
- b. Explanation of final solution provided;
- c. Expected timelines towards closure (where immediate solution cannot be provided);
- d. Maintain contact at defined intervals/milestones to communicate progress on his concern and share reasons for delay/time taken; and
- e. Request for supporting documents/information (if applicable) in a clear manner along with the reason for such requirement.

Concerned team member handling the complaint should make reasonable attempts to reach the customer for providing solution to his/ her complaint, preferably in the form the complaint was received.

4.3 Complaints Archiving

After the resolution is provided to the customer, the concerned department shall update the status of these complaints as closed in the system. These complaints reflect in closed complaints bucket which can be re-examined at any point of time, as and when required.

5. ESCALATION PROCESS

Level 1: : In case Customer is not satisfied with the response from the Customer Care team, he/she can escalate the matter to:

Head- Customer Service

Email: atulgdlfinance@yahoo.com

Address: 206, Second Floor , Vardhman Diamod Plaza, Plot No.3 DDA Community Centre , D.B Gupta Road, Motia Khan, Pahar Ganj, Central Delhi, India, 110055

Depending on the query/dispute/grievance, a written reply/resolution will be sent to the customer within 15 working days at his/her registered email id with the Company.

Level 2: A customer not satisfied with the response at Level 1, can further escalate the matter/query/complaints as mentioned below:

Grievance Redressal Officer- Mr. Atul Jain

Email: atulgdlfinance@yahoo.com

Address: 206, Second Floor , Vardhman Diamod Plaza, Plot No.3 DDA Community Centre , D.B Gupta Road, Motia Khan, Pahar Ganj, Central Delhi, India, 110055

Contact details: 9311081838

Level 3: If the complaint is not resolved within 1 (One) month, the customer may reach below office of Reserve Bank of India:

Reserve Bank of India,

Department of Non-Banking Supervision

6, Parliament Street,

New Delhi-110001,

Email: dnbsnewdelhi@rbi.org.in

6. RESOLUTION TURNAROUND TIME

Overall customer complaints shall be resolved within 1 (One) month from date of receipt of complaint with complete details.

7. SUPERVISION AND REPORTING

7.1 Reporting:

There is a complaints MIS and reporting in place. This reporting serves as an input for other analysis, for periodical review.

7.2 Supervision:

The Summary of the customer grievance report along with its Status Report indicating the actions taken for resolution of the complaints, shall be placed before the Board of Directors for their review on semi-annual basis.

The report shall contain information like, the total no. of complaints received, disposed off and pending, with reasons thereof, which will be placed before the Board for information / guidance.