

Grievance Policy

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| | GRIEVANCE REDRESSAL POLICY |
| SAVANTIKA VANIJYA PVT LTD (a platform managed by SAVANTIKA VANIJYA Private Limited) | |

It is our primary responsibility to focus on customer service and satisfaction. This document details the policy of redressal of customer complaints. The key objective of this policy is to ensure the following:

1. All concerns/complaints raised by Customers are resolved in effective and timely manner, leading to their satisfaction;
2. Through Customers' feedback, we are able to improve our processes and products;
3. In an event that the Customer is not satisfied with the resolution provided to him, he can escalate the issue to higher level in the organization.

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.

Complaint:

Complaint is an expression of dissatisfaction or resentment either in the form of a representation or allegation made in writing or through electronic means or over phone, containing a grievance alleging deficiency in:

- Services, products, policies of SAVANTIKA VANIJYA.
- Services provided by the outsourcing agencies engaged by SAVANTIKA VANIJYA for providing service to the customers of SAVANTIKA VANIJYA,
- employee's behavior,
- Maintaining confidentiality/ protection of Customer's personal (including sensitive personal information) and financial information,

Complaint is not a request for data modification or inquiry about loan products/ schemes, interest rates or other requests which can be solved by Customer care.

Customers:

Customer means the person who has obtained the loan or finance facility from SAVANTIKA VANIJYA.

1. Complaints may be sent in either of the below mentioned forms:

- Calling on: +91-7935611983
- In writing through email at: accounts@savantika.com

Where a Customer visits our offices in Cities where we operate, Office Admins shall assist such Customer to raise his/her query through official channels mentioned on our website or on our email accounts@savantika.com

1. Complaint raising by the Customer

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

- a. Customer's complete name
- b. Customer's complete correspondence address
- c. Registered Email ID
- d. Registered contact number
- e. Detail of the complaint
- f. Other supporting documents (if any)

1. Complaints treatment

First call resolution: All the complaints which can be resolved immediately when raised, the response should 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 should be informed about the expected timelines of the closure.

For these complaints, a formal written communication should be given to the concerned department by the authorized person keeping GRO in the loop.

Customer care department should always inform the Customer about the following:

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

The Customer Care Specialist should make limited but reasonable attempts to reach the Customer for providing solution to his/ her complaint, preferably in the form the complaint was received.

1. Complaint archiving

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

1. TAT for Responding to Complaints:

| S.No. | Types Of complaints | TAT | Responding Officer & Email Id | Remedial Action Taken |
|-------|------------------------|------------------|---|--|
| 1. | Payment Update Related | 1-2 Working days | Customer support & customersupport@SAVANTIKA.com | <ul style="list-style-type: none"> • Customer lodge a Complaint. • Team Reconcile the bank statement of the customer with the company. • Update the same in account of customer • Update the status to the customer. |

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| 2. | Payment Refund and Related | 7-10 working days | Customer support & customersupport@SAVANTIKA.com | <ul style="list-style-type: none"> • Customer lodge a Complaint. • Team Reconcile the bank statement of the customer with the company. • If excess amount credited or there is double deduction by NACH or manual Payment. • Team refund the amount in the Customer's bank account within 7-10 working days • Update the customer about the |
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| | | | | Same. |
| 3. | Loan status related | 2-3 working days | Customer support | <ul style="list-style-type: none"> • Customer lodge a complain • Team contacts the credit department • Get the information about stage of customer loan disbursement • Update the same to the customer |

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| 4 | Collections/Recovery Related | 4-5 working days | Customer support & customersupport@SAVANTIKA.com | <ul style="list-style-type: none"> • Customer can lodge a complaint by calling customer support or by sending us an Email. • Team check the account of customer • Check why the customer is facing Such issue. • If the amount of the loan is pending Understand the case of the customer. • Guide the customer about payment cycle • Update the same to the customer. |
| 5 | Other Complaints | 7-10 working days | Customer support | <ul style="list-style-type: none"> • Customer lodge a complain • Check complaint is related which department • Informed the department • Take appropriate measures to resolve the complaint • Update the same to the customer |

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1. Escalation Level 1: Grievance Redressal Officer

If the Customer is not satisfied with the resolution or has not received any resolution within the committed turnaround time, he/she can raise his/her concern by giving background and history of the issue, in the following form:

- In writing (through hard copy/ letter) to:

Grievance Redressal Officer

E-mail: accounts@SAVANTIKA.com

Contact Number: +91-7935611983

Resolution turnaround time

Grievance redressal officer's office will respond within 3 working days of receiving the complaint and provide resolution within 30 working days.

All the Customer complaints have to be resolved within 30 days of receipt/escalation.

In order to escalate the complaint to next level, the Customer should share the details/copy of his/her recently closed complaint with the resolution provided by the concerned department.

Escalation Level 2: Nodal Officer

SAVANTIKA VANIJYA has appointed a Nodal Officer under its legal and compliance department.

Email: nationalcollection@SAVANTIKA.com

In the event that the complaint remains pending at Level 2 for a period of more than 7 working days, or if the customer is not satisfied with the outcome of Level 2 resolution, the customer can contact the Regional Office of the Reserve Bank of India (or via RBI's website www.rbi.org.in).