

VRIDHI FINSERV HOME FINANCE LIMITED (VFHFL)
(formerly Vridhi Finserv Limited)

GRIEVANCE REDRESSAL POLICY
Version V5.0

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| Approving Authority | Board of Directors |
| Reviewing Authority | Compliance Department |
| Original Issue Date | 5 th January 2023 |
| Last Review Date | 5 th February 2025 |
| Policy Making Body | Customer Service Department |
| Effective Date | 5 th February 2025 |

GRIEVANCE REDRESSAL POLICY

1. Introduction

VRIDHI FINSERV HOME FINANCE LIMITED (“VFHFL” or “Company”) strives for customer satisfaction within the framework of law and adopted policies and procedures. The Company believes in providing the best services to our customers. The Company provides customers with easy access to information, products and services, as well as the means to get their grievances redressed.

2. Objective

Objective of the Policy is to provide a simple, early and cost-effective resolution mechanism to the customers of Vridhi.

3. Definitions

Unless otherwise defined or apparent from context, the following terms shall have the meaning as assigned herein below, and cognate expressions shall be construed accordingly:

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|--|---|
| Board/BoD | Shall mean Board of Directors of the Company |
| Code | Shall mean this Fair Practices Code formulated by the Company |
| Grievance Redressal Mechanism | Shall mean the grievance redressal mechanism prescribed by the Company and provided in this Policy |
| Grievance Redressal Officer (GRO) | Shall mean the officer appointed by the Company to ensure redressal of the grievances of the customers |
| Nodal Officer | Shall mean the nodal officer designated by the Company as nodal officer under the Grievance Redressal Mechanism |

4. Grievance Redressal Mechanism

In case of any grievances, customers have the following ways to register their complaints when they find any inadequacy in the services offered by the Company. The maximum turnaround time for resolution of all types of customer complaints shall be T + 30 days.

Step - 1 Lodging of complaint

Every branch of Vridhi has been provided with a complaint register. Customers can lodge their complaint either by visiting the branch or by sending a written letter to the branch manager of the nearest branch. The customer can also lodge their complaints on the Company mail ID provided below. The complaint needs to be recorded in the complaint register kept at the branches. The branch manager would be the person responsible to handle customer grievances at the branch level.

Step - 2 Acknowledgement/ response

If the complainant does not receive any response within 7 working days from receiving of complaint or if the complainant is not satisfied with the resolution provided by the branch manager, the customers can contact the Manager, Customer Service, through any of the following means:

- a. **E-Mail:** Customers can mail their grievances to care@vridhihomefinance.com
- b. **Letter:** Customers can send their complaints in writing to The Manager, Customer Care, Vridhi Finserv Home Finance Limited, 1st Floor, No. 38, GKR Sapthagiri Vaishtadhama, 12th Cross, Off CBI Road, Ganganagar, Bengaluru 560032.
- c. **Phone:** Customers can call our dedicated **Helpline No. +91 8310167101** between 10am to 6pm, Monday to Saturday except public holidays & 1st Saturday's and register their complaint.

Step - 3 Grievance Redressal Officer (GRO)

If the complaint remains unresolved for 14 days or if the customer is not satisfied with the resolution provided by the Manager, Customer Care, the customers can contact the Grievance Redressal Officer (GRO) of the Company whose details are given below.

Name of the Nodal officer: Mr. Sandeep Arora

Telephone: +91 9823152011

E-mail: sandeep@vridhihomefinance.com

Step- 4 Complaint Redressal Cell of NHB

If the complaint remains unresolved for 30 days from the date of filing the complaint or if the complainant is dissatisfied with the response received, he/she may escalate the complaint to National Housing Bank (NHB). This can be done by:

- a. Lodging a complaint on the online grievance handling portal of NHB, link <https://grids.nhbonline.org.in>
- b. Mailing the complaint to NHB by post. The complainant may fill and send the form along with letters or enclosures in prescribed format available at link <https://nhb.org.in/grievance-redressal-officer/>, if any, by post or courier to the following address:

Complaint Redressal Cell

Department of Regulation & Supervision, National Housing Bank,
4th Floor, Core 5A, India Habitat Centre, Lodhi Road,
New Delhi 110 003.

5. Display of resolution process and time frame

The Company shall publicize its grievance redressal procedure (e-mail id and other contact details at which the complaints can be lodged, turnaround time for resolving the issue, matrix for escalation, etc.) for lodging

the complaints by the aggrieved borrower and ensure specifically that it is made available on its website.

6. Review Of Policy

The Board of Directors shall conduct periodical review of the Grievance Redressal Mechanism normally on an annual basis and if required on need basis.

7. Change of control record

| Version No. | Change Request by | Memorandum of Change | Approval date |
|-------------|-----------------------------|----------------------|---------------------------------|
| 1.0 | Operations Department | - | 5 th January 2023 |
| 2.0 | Compliance Department | - | 28 th September 2023 |
| 3.0 | Compliance Department | - | 29 th March 2024 |
| 4.0 | Customer Service Department | - | 27 th June 2024 |
| 5.0 | Customer Service Department | - | 5 th February 2025 |

Note: Days defined above are working days for the purpose of calculating the total number of days for each of the steps mentioned above.