



CUSTOMER GRIEVANCE REDRESSAL POLICY

Zeal Holdings Pvt. Ltd.



This policy was approved by the Board of Directors in its meeting held on 23rd of August
2024

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Zeal Holdings Pvt. Ltd.

“CUSTOMER GRIEVANCE REDRESSAL POLICY”

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1. **OBJECTIVE AND SCOPE OF THE POLICY:**

As a service organization, it is our primary responsibility to focus on Customer service and satisfaction. This Grievance Redressal Policy (the “Policy”) has been made as per RBI/DNBR/2016-17/45 Master Direction DNBR.PD.008/03.10.119/2016-17 dated September 1, 2016 as applicable to NBFC - ND-SI issued by Reserve Bank of India (RBI). Since RBI would issue circulars and instructions on an ongoing basis, any subsequent amendment to the above circular would update in the Policy accordingly.

This document details the policy of redressal of customer complaints. The key objective of this policy is to ensure the following:

- i. All concerns/complaints raised by Customers are resolved in effective and timely manner, leading to their satisfaction.
- ii. Through Customers’ feedback, we are able to improve our processes and products.
- iii. In an event that the Customer is not satisfied with the resolution provided to him, he can escalate the issue to a 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 Zeal Holdings Private Limited,
- Services provided by the outsourcing agencies engaged by Zeal Holdings Private Limited for providing service to its customers,
- Employee’s behavior,
- To deal with FinTech/ digital lending related complaints/ issues raised by the borrowers against any fintech platform working with Zeal Holdings Private Limited,

- 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.

Customer: Customer means the person who has obtained the loan or finance facility from Zeal Holdings Private Limited.

2. **RAISING A COMPLAINT**

2.1 Modes of raising Complaint:

- Voice Support: The customer can call us at Customer Care Helpline at +91-9818399611 between 10:00 AM to 6:00 PM from Monday to Saturday (2nd & 4th Sat holiday)
- Email Support: Please write to us at grievance@zealholdings.in
- Postal (through letter): Customer Care Department, Zeal Holdings Private Limited, Second floor, Plot No-11,12,13, Village Amberhai, Sector-19, Dwarka, New Delhi-110075.
- Complaint in Person: Zeal Holdings Private Limited, Mr. Ritik Agarwal at ritik.agarwal@zealholdings.in

2.2 Content / information in Complaints

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

- i. Customer's complete name;
- ii. Customer's complete correspondence address;
- iii. Loan ID;
- iv. Registered mobile number/Phone number;
- v. E-mail address, if any;
- vi. Details of the complaint;
- vii. Documentary Proof, if required

3. **COMPLAINTS TREATMENT**

3.1 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, customers 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 the date of receipt of complaint with complete details.

3.2 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 members handling the complaint should make reasonable attempts to reach the customer for providing a solution to his/ her complaint; preferably in the form the complaint was received.

3.3 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 a closed complaints bucket which can be re-examined at any point of time, as and when required.

4. **GRIEVANCE REDRESSAL MECHANISM**

Customers who wish to send in complaint/feedback over any issue can use the following channels.

LEVEL 1: Customer Service Help Desk

If you are not satisfied with the response received from the branch or if you don't receive a response in 3 working days, please call our Help Desk Representatives available on the phone to register your complaints.

Helpline No : 9818399611

Email id : ritik.agarwal@zealholdings.in

Timings : 10 am to 6 pm in weekdays

LEVEL 2: Grievance Redressal Officer

If you are not satisfied with the response from customer service helpdesk or if you don't receive a response within 3 working days, please call or write to Grievance Redressal Officer. You will receive a response within 5 working days of Grievance Redressal Officer receiving the complaint.

Grievance Redressal Officer (Nodal Officer)

Name : Ms. Vaibhavi Devtulya

Address : Zeal Holdings Private Limited, Second floor, Plot No-11,12, Village Amberhai, Sector-19, Dwarka, New Delhi-110075.

Contact No. : 9560785404

Email : vaibhavi.devtulya@zealholdings.in

Also, if the complaint / dispute are not redressed within a period of one month, the customer may appeal to the RBI on the following addresses:

The General Manager

Deptt. Of Non-Banking Supervision (DNBS)

Reserve Bank of India

6, Sansad Marg, New Delhi- 110001

Email: dnbsnewdelhi@rbi.org.in

5. RESOLUTION TURNAROUND TIME

The turn-around time for responding to a complaint is as follows:

- i. Normal cases (other than the one mentioned below): 10 working days for normal cases
- ii. Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: 15 working days
- iii. EMI related cases: 20 working day
- iv. Cases involving 3rd party (other Banks or financial institutions or dealership or if customer out of country): 30 working day
- v. For all the complaints received from the regulator, timelines as mandated by respective regulator will be adhered to. If any case needs additional time, the Company will inform the customer/regulator requirement of additional time with expected time lines for resolution of the issue.

6. SUPERVISION AND REPORTING

6.1 Reporting:

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

6.2 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 in every board meeting.

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.
