

## Customer Grievance Redressal Policy

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*(This policy was updated and approved by the Board of directors in their meeting held on 27<sup>th</sup> July, 2021.)*

## 1. OBJECTIVE

As a service organization, 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:

- 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 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 True Credits Private Limited,
- services provided by the outsourcing agencies engaged by True Credits for providing service to the customers of True Credits,
- 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.

**Customer:** Customer means the person who has obtained the loan or finance facility from True Credits Private Limited.

## 2. RAISING A COMPLAINT

### 2.1 Modes of raising Complaint:

- **Voice Support:** The customer can call us at Customer Care Helpline at 0120-4001028 between 9:00 am and 6:00 pm from Monday to Saturday.
- **App Support:** Raise the concern on “TrueBalance” app under the “Help” Section
- **Email Support:** Please write to us at [cs@truecredits.in](mailto:cs@truecredits.in)
- **Postal (through letter):** Customer Care Department, True Credits Private Limited, Huda City Centre Metro Station, 5th floor, Sector - 29, Gurgaon, Haryana 122001, India.
- **Complaint in Person:** True Credits Private Limited, Huda City Centre Metro Station, 5th floor, Sector - 29, Gurgaon, Haryana 122001, India.

### 2.2 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

## 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, 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.

### **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 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.

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

## **4. 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: [info@truecredits.in](mailto:info@truecredits.in)

Address: 5th Floor, Huda City Centre Metro Station, Gurugram, Haryana -122001

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. Dhiraj Kumar Jha**

Email: [grievance@truecredits.in](mailto:grievance@truecredits.in)

Address: 5th Floor, Huda City Centre Metro Station, Gurugram, Haryana -122001

Contact details: +91- 7428196828

**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

## 5. **RESOLUTION TURNAROUND TIME**

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

## 6. **SUPERVISION AND REPORTING**

### 6.1 **Reporting:**

There is a complaints 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 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.