

Grievance Redressal Policy

The Policy shall achieve compliance with the procedure on Grievance Redressal as outlined in Point No (v), page 3 of Guidelines on Fair Practices Code for NBFCs set out by Department of Non Banking Supervision (DNBS) vide RBI Master Circular no. DNBR (PD) CC.No.054/03.10.119/2015-16 dated July 1, 2015.

The Objective of Grievance Redressal Policy:

1. All customers are treated fairly and in an unbiased manner /without bias at all times.
2. The company shall guide customers who wish to lodge a formal complaint and also provide guidance on the step by step procedure to be followed in case the customer is discontent / unhappy with the response or resolution.
3. All complaints received, either verbally or via email or in writing from the customers, will be logged in to the CRM system and the Company shall provide the customer a complaint reference number.
4. After examining the matter, the company shall respond to the customer within defined TAT in writing if complaint is in writing or over phone, or through email if complaint is by email. If the customer /complainant is still dissatisfied further guidance on the process thereon will be provided to customer by the company.
5. The company ensures that all the recorded complaints are resolved in an appropriate/ proper and time bound manner and also ensure effective monitoring and escalation process to senior management to ensure none of the complaints remain unresolved. In case the resolution needs time, an interim response, acknowledging the complaint shall be issued.
6. A nodal officer is appointed for the redressal of grievances of the customers, in connection with any matter pertaining to business practices, Lending decisions, credit management and recovery. The name and contact details of the nodal officer is displayed on the website of the company.
7. The Service Quality Cell has a dedicated team to address the complaints received by the Chairman and the Top Management desks and will send monthly updates on complaints so received.
8. This policy aims to redress the grievances of the customers of the company which are related only to the financial products & services offered by the company.

Key Commitments

The key commitments which the company promises to follow with its customers are:

a) To act fairly and reasonably in all dealings with its customers by ensuring that:

- Its products, services, procedures and practices meet the commitments and standards in this FPC;
- Its products and services meet relevant laws and regulations, as applicable from time to time;
- Its dealings with its customers are honest and transparent.

b) The company will assist customers in selecting its financial products and services by:

- Providing information about them in English and/or the local language.
- Explaining their financial implications and
- Allowing the customer to choose the one that meets his / her needs.

c) The company will make every attempt to ensure that its customers have a trouble-free experience in dealing with it; but in the case of errors of commissions and/or omissions, the company will deal with the same on priority and sympathetically.

- Mistakes will be corrected.
- Complaints will be addressed on priority.
- In case a customer is dissatisfied with the way a complaint is addressed, the company will guide the customer on the procedure to take the complaint forward.
- The company will reverse any charges including interest applied to a customer's account due to an error or oversight on its part.

Modes of Raising Complaint :

The customer may raise his/her complaint either in writing or orally, or electronically, through website or over telephone.

1. **Walk in at Branch/Call at branch:** All branches are connected to the centralized CRM system. The customer may approach Branch Customer Care Manager to register a complaint in the CRM. Also, written complaints may be handed over at the branch or sent by post / courier to The Manager – Customer Care, Bajaj Finance Ltd, Akurdi, Old Mumbai-Pune Highway, Pune, Maharashtra – 411035.
2. **Call Centre:** Calls to Call Centre will be processed through a well laid down process flow within a proper and committed time and with escalation provision. Customers can call our Helpline Nos between 9.30 - 6.30 from Monday to Saturday (Except Public Holidays)
3. **Electronic mail:** The customers may opt for raising a complaint through email on : bflcustomer@bflaf.com
4. **Grievance Redressal Mechanism:** The company has also enabled a Grievance Redressal Mechanism whereby grievances can be lodged and will be attended as per the time schedule with an inbuilt escalation process by which the complaint will get escalated to senior management in case of non fulfillment within time.

Escalation Matrix:

Level 1:

If Customer is not satisfied with the resolution provided by customer service team of the company OR no response is received within 10 days, the customer could write to Head - Customer Service at:

The Head –Customer Service

Bajaj Finance Ltd,
Akurdi, Old Mumbai-Pune Highway,
Pune, Maharashtra – 411035

Or send an email to: bflheadcustomercare@bflaf.com

The company will respond within 7 working days from the date of receipt of such complaint.

Level 2:

If customer is still not satisfied with the resolution provided by Head - Customer service, customer can write to Nodal Officer at:

The Nodal Officer

Bajaj Finance Ltd
Akurdi, Old Mumbai- Pune Highway
Pune, Maharashtra – 411035

OR

Send an email to bflnodalofficer@bflaf.com

OR call on 020 6610 7074.

Reply to the complaint will be given within 7 working days.

You can also write to RBI for redressal of your grievances at the below address:

Officer In Charge,

Reserve Bank of India,
Mumbai Regional Office, DNBS,
Fourth Floor, Opp. Mumbai Central Station,
Byculla Mumbai 400 008
Tel: (022) 2496 4910/2491 4755
e-mail ID : helpdnbs@rbi.org.in