



Freemen Investments Private Limited
Customer Grievance Redressal Policy

Table of Contents

1. Objective	3
2. Scope	3
3. Regulatory Framework.....	3
4. Key Definitions	4
5. Channels for Registering Complaints	4
6. Grievance Redressal Process	5
7. Grievance Redressal Officer (GRO)	6
8. Grievance Redressal Mechanism (GRM)	6
9. Customer Awareness	7
10. Reporting & Compliance	8
11. Review of Grievance Redressal Policy	9
12. Conclusion	9

1. Objective:

The objective of this policy is to ensure prompt and fair resolution of customer complaints and grievances, in line with the directives of the Reserve Bank of India (RBI). The policy aims to provide a framework for handling customer grievances efficiently, safeguarding customer rights, and enhancing overall customer satisfaction.

2. Scope:

This policy applies to all employees of the Company, including branches, departments, and service outlets. It encompasses all customer grievances related to the Company's products, services, and interactions, and ensures that these complaints are handled in compliance with RBI's Fair Practices Code (FPC).

3. Regulatory Framework:

This policy is framed in accordance with:

- RBI Master Directions for NBFCs (as per latest amendments)
 - Fair Practices Code (FPC) for NBFCs
 - RBI Ombudsman Scheme for NBFCs
 - RBI Scale-Based Regulation (SBR) Framework for NBFCs
 - Customer Protection Regulations and Guidelines
-

4. Key Definitions:

- **Customer Grievance/Complaint:**
A customer grievance is any communication that expresses dissatisfaction with the Company's products, services, employees, or processes.
- **Complainant:**
The person who raises the grievance.
- **Grievance Redressal Officer (GRO):**
The officer designated to handle and resolve customer grievances.

5. Channels for Registering Complaints:

The Company shall provide multiple channels for customers to register their grievances, including:

- **Branch Offices:**
Customers can visit any branch office to file complaints.
- **Email:**
Customers can mail their complaints to the following designated grievance redressal email address
grievanceredressal@freemeninvestments.com
- **Online Portal:**
Customers can lodge complaints through the Company's official website or customer portal.
- **Written Correspondence:**
Customers may also submit written complaints to the Company's registered office.

6. Grievance Redressal Process:

6.1. Acknowledgment of Complaints:

- All customer complaints will be acknowledged within **3 working days** of receipt.
- A unique reference number will be provided to the customer for tracking the complaint.

6.2. Resolution Timeline:

- The Company will strive to resolve all customer complaints within **7 to 14 working days**, depending on the complexity of the issue.
- If additional time is required for resolution, the customer will be informed, along with the reasons for the delay and an expected timeline for resolution.

6.3. Escalation of Complaints:

- If a customer is not satisfied with the initial resolution, they may escalate the issue to a higher authority within the Company. The escalation process will be clearly communicated to the customer.
- Customers can also approach the **Grievance Redressal Officer (GRO)** if their complaints are unresolved.

6.4. Final Resolution:

- If a customer's grievance remains unresolved beyond a reasonable period or if the resolution is unsatisfactory, the customer can approach the RBI Ombudsman, as per the Ombudsman Scheme for NBFCs.

7. Grievance Redressal Officer (GRO):

7.1. Designation of GRO:

The Company will appoint a senior official as the **Grievance Redressal Officer (GRO)**, who will be responsible for handling escalated complaints and ensuring their resolution.

7.2. Contact Details:

The contact details of the Grievance Redressal Officer, including the email address, telephone number, and office address, will be displayed prominently at all branches and on the Company's website.

7.3. Duties of the GRO:

- Ensure that all customer complaints are handled in a timely and efficient manner.
- Monitor the grievance redressal mechanism to ensure compliance with regulatory requirements.
- Submit periodic reports to senior management and the Board of Directors on customer grievances and their resolution status.

8. Grievance Redressal Mechanism (GRM):

8.1. Internal Committee:

An internal **Customer Grievance Redressal Committee** will be established to review customer complaints on a regular basis and take appropriate action for their resolution. This committee will consist of senior management and representatives from relevant departments.

8.2. Review by Board of Directors:

The Board of Directors will periodically review the status of customer complaints and the effectiveness of the grievance redressal mechanism.

8.3. Ombudsman Scheme:

The Company will ensure that the provisions of the RBI's Ombudsman Scheme for NBFCs are fully adhered to. Customers will be informed of their right to approach the **NBFC Ombudsman** in case their grievances remain unresolved.

9. Customer Awareness:

9.1. Fair Practices Code Display:

The Company will display the **Fair Practices Code (FPC)** and information about the grievance redressal mechanism prominently at all branches and offices, as required by RBI guidelines.

9.2. Ombudsman Scheme Information:

Details of the RBI Ombudsman Scheme, including contact details of the Ombudsman office, will be made available at all branches and on the Company's website. Customers will be informed about their right to approach the Ombudsman if their complaints are not satisfactorily resolved within the Company's grievance redressal framework.

9.3. Customer Education: The Company will regularly educate customers on their rights and responsibilities, including how to lodge complaints and escalate unresolved issues. This will be done through brochures, website content, and branch-level interactions.

10. Reporting & Compliance:

10.1. Internal Reporting:

The Grievance Redressal Officer will prepare regular reports on customer complaints, including:

- Number of complaints received and resolved.
- Nature of complaints.
- Average resolution time.
- Any significant trends or issues requiring management attention.

10.2. Reporting to RBI:

As per RBI guidelines, the Company will submit periodic reports to the RBI on customer complaints and the steps taken to resolve them. Any serious complaints or issues of systemic importance will be reported immediately to the RBI.

10.3. Compliance with RBI Guidelines:

The Company will ensure strict compliance with all relevant RBI guidelines regarding customer grievance redressal, including any amendments to the **Master Directions for NBFCs** and **Ombudsman Scheme**.

11. Review of Grievance Redressal Policy:

This policy will be reviewed annually or as required by changes in RBI regulations, customer needs, or operational practices. The revised policy will be approved by the Board of Directors and communicated to all relevant stakeholders.

12. Conclusion:

The Company is committed to addressing customer grievances promptly and transparently. This policy establishes a structured process for managing customer complaints and ensures that grievances are resolved efficiently while adhering to the RBI's regulatory framework.
