



Grievance Redressal Policy

1. Introduction

SBFC defines the term 'Grievance' as an expression of dissatisfaction (justified or unjustified) conveyed to the company either orally or through any channel. It can be about staff member, a product, service, process, service failure, excessive delays, errors or customer showing intent to escalate to higher management.

2. Purpose and Scope

SBFC's policy is to treat and service all the clients consistently and fairly. SBFC has laid down the appropriate grievance redressal mechanism within the organization to resolve disputes arising in this regard. This mechanism shall ensure that all disputes arising in connection with any matter pertaining to business practices, lending decisions, credit management and recovery decisions shall be heard and the response would be sent for such complaint / grievance.

Customer can forward the complaint through any of the four modes of communication namely

- The Toll-Free Number 022-6831-3333. Customer can call on the toll-free number between 9:30am to 6pm, Monday to Friday, 9:30am to 3:00pm Saturday
- E-mail us at customercare@sbfc.com; customercare_dhfl@sbfc.com & customercare_rel@sbfc.com.
- Write to: SBFC Finance Limited, Neptune Element, Ground Floor, Plot No. F3 & F3-1, Road No. 22, Wagle Industrial Estate, Kishan Nagar, Thane West, Maharashtra – 400604
- Visit the nearest SBFC Finance Limited Branch

All the customer queries and complaints registered through the above channels shall be reviewed, monitored and resolved to the satisfaction of our customers. The focus shall be to ensure all grievances are resolved in a timely basis and to the full satisfaction of our customers. SBFC has appointed a Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company.

All SBFC branches / places where business is transacted a notice will display the following information prominently, for the benefit of their customers:

Grievance Redressal Officer- Person as nominated by Board

SBFC Finance Limited., (Erstwhile SBFC Finance Limited), First Floor, C & B

Square, Andheri Kurla Road, Chakala, Andheri east,

Mumbai – 400059

Landline – 022 6787 5313,

Email ID: management.sbfc@sbfc.com

SBFC shall prioritize redressal of Grievances of Customers with disabilities.

SBFC shall ensure speedy / swift redressal of grievances of physically /visually challenged complainants / applicants / persons with disabilities.

Redressal of Grievances of a Customer with disabilities will be prioritized once a formal request is made and proof of disability is furnished by the Customer. If any Customer requests for a hard copy of agreement, statements or any other documents, a copy of which has already been provided to the Customer in soft copy, such hard copy may be provided to the Customer by SBFC at Customer's request.

3. Service commitment by the Company:

- a) To act fairly and reasonably in all dealings with the customer.
- b) Ensuring product and services are in compliance with the relevant laws and regulations.
- c) To maintain privacy and confidentiality of the personal information of the customer.
- d) To ensure all terms and conditions of loans, pricing and other charges will be in compliance with the applicable regulatory and statutory guidelines.
- e) To ensure all charges are as per the schedule of charges and MITC (Most Important Terms & Condition) document uploaded on company website www.sbfc.com
- f) To ensure to share all statement related to loan account as and when requested by the customer.
- g) To ensure to intimate customer through acceptable means of communication prior to making any changes in the loan terms & condition

4. Timelines for Response / Resolution of Various Service Request:

| Service Request / Query / complaint Type | Timeline of Resolution / Response |
|---|-----------------------------------|
| Copy of Insurance | T + 3 |
| NOC Letter | T + 3 |
| Photocopy of documents | T + 14 |
| Original Property Documents | T + 30 |
| PDC cheque related | T + 30 |
| MODT cancelation | T + 7 |
| Sanction letter | T + 14 |
| Transfer/Welcome Letter | T + 3 |
| Auction related | T + 3 |
| Cancellation Letter | T + 3 |
| Share Certificate for name endorsement | T + 14 |
| FCL required | T + 21 |
| Interest Certificate Request | T + 3 |
| Statement of Accounts-SOA or Repayment schedule | T + 3 |
| LOD | T+14 |
| Excess EMI Refund Request | T + 5 |
| Insurance Refund Request | T + 15 |
| Death Claim | T + 14 |
| Refund Request | T + 7 |
| Demographic updation Request | T + 3 |
| Bureau Updation | T + 21 |
| CERSIA Updation Request | T+7 |
| EMI | T + 3 |
| NACH Activation | T + 30 |
| Charges Issue/Part payment | T + 14 |
| Moratorium | T + 7 |
| PMAY | T + 3 |
| Disbursement/ Related | T + 7 |
| Insurance Cancellation | T + 7 |
| ROI/Tenure | T + 3 |
| GST Invoice Request | T + 7 |
| Loan Cancellation | T + 21 |
| Legal /collection/Gold Release Related | T + 3 |
| Branch or employee feedback | T + 3 |
| | |

Please note timelines denoted above are actual business days/hours

5. Customers Obligation:

- a. To check statement of account regularly and highlight discrepancy, if any, within 15 days of transaction.
- b. Not to sign any blank document or blank cheque.
- c. Ensure maintenance of sufficient balance in bank account for honoring loan EMI on due date.
- d. Pay applicable charges at the time onboarding as well as during the tenure of the loan related to bounce charges, Penal charges etc.
- e. Promptly inform the company about any change of address, telephone number etc. with valid proofs as required.
- f. Ensure funds are transferred only through payment channels approved by the company, no payment to be made on any bank a/c pertaining to any individual employee or third-party representative.
- g. Go through MITC (Most Important Terms & Condition) document shared on onboarding as well as available on company website www.sbfc.com along with the loan agreement and sanction letter shared at the time of onboarding.
- h. To reach out to only service channels / email IDs mentioned in this document for all service requests / complaint / query.

6. RBI Integrated Ombudsman Scheme, 2021 – Salient Features

The Reserve Bank of India (RBI) had vide Notification Reference No. CEPD. PRD. No. S873/13.01.001/2021-22 dated November 12, 2021, integrated the three Ombudsman schemes i.e. (i) the Banking Ombudsman Scheme, 2006, as amended up to July 01, 2017; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019 into the Reserve Bank - Integrated Ombudsman Scheme, 2021 (the Scheme). The RBI had also issued Master Direction - Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023 on December 29, 2023.

Customer filing a complaint with the Company:

In case of grievance, the customer may prefer a written complaint with the Customer Care Unit at Head Office of the Company or its Branches, in respect to deficiency in service.

Customer filing a complaint with Ombudsman:

- (1) The complaint may be lodged online through the portal (<https://cms.rbi.org.in>) in the required format.
- (2) The complaint, if submitted in physical form, should be duly signed by the complainant and in the prescribed format can be sent to “Centralised Receipt and Processing Centre’ set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017”.
- (3) A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints.
- (4) Complain can be send through the dedicated e-mail– crpc@rbi.org.in in any language.
- (5) Contact Centre with a toll-free number – 14448 (9:30am to 5:15pm) – is also being operationalized in Hindi, English and in eight regional languages to guide the complainant for filing the complaint.

Note: There is no limit on the amount in a dispute that can be brought before the Ombudsman for which the Ombudsman can pass an Award.

The complainant before making a complaint under the Scheme, should write complaint to the Regulated Entity (RE) if:

- Reply is not received from the Company within one month, OR complaint is rejected wholly or partly by RE OR, the customer remains dissatisfied with the reply OR he did not receive any reply within 30 days after the RE received the complaint;
- The customer may file a complaint with Ombudsman not later than one year and 30 days of the reply received from the Company.
- The customer Should not file complaint if the said complaint is already pending before any Court, Tribunal or Arbitrator or any other Forum or Authority; or, settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other Forum or Authority.

Clause 10 - Grounds for non-maintainability of a Complaint

(a) No complaint for deficiency in service shall lie under the Scheme in matters involving:

Commercial judgment/commercial decision of a Regulated Entity;

(b) a dispute between a vendor and a Regulated Entity relating to an outsourcing contract;

(c) a grievance not addressed to the Ombudsman directly;

- (d) general grievances against Management or Executives of a Regulated Entity;
- (e) a dispute in which action is initiated by a Regulated Entity in compliance with the orders of a statutory or law enforcing authority;
- (f) a service not within the regulatory purview of the Reserve Bank;
- (g) a dispute between Regulated Entities; and
- (h) a dispute involving the employee-employer relationship of a Regulated Entity.

How does Ombudsman take decision?

- Shall consider the complaints relating to deficiency in service only.
- Proceedings before Ombudsman shall be summary in nature;
- Settlement through conciliation – Ombudsman promotes the settlement of the complaint by mutual agreement between the complainant and the Company through conciliation or mediation;
- In case, RE's fails to submit reply along with supporting documents within the time of 15 days, the Ombudsman may proceed ex-parte based on the evidence available on record and pass appropriate Order or issue an Award
- If not reached any settlement, Ombudsman pass an Award / Order either allowing or rejecting the complaint along with reasons for passing such Award/Order;
- For any consequential loss suffered by the complainant, the Ombudsman shall have the power to provide a compensation up to Rupees 20 lakh, in addition to, up to Rupees One lakh for the loss of the complainant's time, expenses incurred and for harassment/mental anguish suffered by the complainant.
- The complaint would be deemed to be resolved when:
 - a. It has been settled by the Regulated Entity with the complainant upon the intervention of the Ombudsman; or
 - b. the complainant has agreed in writing or otherwise (which may be recorded) that the manner and the extent of resolution of the grievance is satisfactory; or
 - c. the complainant has withdrawn the complaint voluntarily.

Note: Ombudsman may reject a complaint at any stage if the case is non-maintainable under clause 10 above or in the nature of offering suggestions or seeking guidance. OR if they found there is not deficiency in service or no financial loss or damage to the complainant, etc

Can a customer file appeal, if not satisfied with decision of Ombudsman?

- Yes, Ombudsman's decision is appealable;
- If customer is not satisfied with the decision of Ombudsman, he may prefer an appeal with the Appellate Authority within 30 days of the date of receipt of the Award or rejection of the complaint.
- The regulated entity will not have any right to appeal in cases where an award is issued by the ombudsman against it for not furnishing satisfactory of documents and timely information.
- RE may go in for appeal within 30 days from the date of receipt of the letter of Award after approval of Chairman / MD / CEO;
- RBI's Executive Director-in charge of Consumer Education and Protection Department would be the Appellate Authority under the integrated scheme.
- The customer is at liberty to approach any other court/forum/authority for the redressal at any stage.

Note: You may also refer to <http://sbfc.com> for further details of the Scheme and email address of the Nodal Officer of the Company who can be approached by the customer.

You are also further advised to keep a copy of the RBI circular No. CEPD. PRD. No. S873/13.01.001/2021-22 dated November 12, 2021 for ready reference in case of need for providing guidance to customer.

7. Contact Details of Nodal Officer of the Company is given below:

| Centre | Name & Contact Details of Nodal Officers of the Company | Area of Jurisdiction |
|--------|--|----------------------|
| HO @ | The Manager, Customer Care SBFC Finance Limited (Erstwhile SBFC Finance Private Limited), Neptune Element, Ground Floor, Plot No. F3 & F3-1, Road No. 22, Wagle | |

| | | |
|----------------|--|---|
| Mumbai | Industrial Estate, Kishan Nagar, Thane West, Maharashtra – 400604 Toll Free No.: 022 68313333 Email: customercare@sbfc.com | Pan India |
| HO @ Mumbai | Agnivesh Kumar - Principal Nodal Officer Email: principalnodalofficer@sbfc.com Mr. Ajay Ashtikar - Grievance Redressal Officer SBFC Finance Limited., Unit No. 103 First Floor, C & B Square, Andheri Kurla Road, Chakala, Andheri east, Mumbai-400059 Tel:022-67875313 Email: management.sbfc@sbfc.com | Pan India |
| Chennai | Mamidi Bhaskar Kumar Email: nodalofficersouth@sbfc.com | Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry |
| Mumbai | Pragnesh Soneji Email: nodalofficerwest@sbfc.com | Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu |
| New Delhi | Shashi Belwal Email: nodalofficernorth@sbfc.com | Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir |
| Bihar | Akhilesh Kumar Email: nodalofficereast@sbfc.com | West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand |

8. Escalation Matrix

Escalation Matrix:

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|--------------------------------------|--|
| Level 1: Customer Care Team | First level of escalation to be done on customercare@sbfc.com This ID is managed by Central dedicated Service Team |
| Level 2: Service Head | If you are not satisfied with the response given by customer care team, you may write on servicehead@sbfc.com This ID is managed by a Level 2 team which consists of 2 Senior Members reporting to the Service Head. |
| Level 3: Grievance Redressal Officer | If your concerns still remain un addressed then you may write to our Grievance Redressal Officer on management.sbfc@sbfc.com |

All service escalation / requests are reviewed periodically by the management as well as the Board of Directors. The company is committed to ensure fairness in all its dealing with the customers and ensure to abide by the guidelines prescribed by RBI from time to time.