

PIRAMAL FINANCE LIMITED
(formerly known as Piramal Capital & Housing Finance Ltd)

Policy : **Grievance Redressal Policy**

Approved Date : **Jan 2026**

Revision Date : **Jan 2027**

Version : **3.0**

Approving Authority : **Board of Directors**

GRIEVANCE REDRESSAL POLICY

Pursuant to the Master **Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023** issued by Reserve Bank of India vide RBI Circular RBI/DoR/2023-24/106 DoR.FIN.REC. No.45/03.10.119/2023-24 dated October 19, 2023, the Company has adopted the Fair Practices Code of Piramal Finance Ltd (Formerly known as Piramal Capital & Housing Finance Ltd.) (hereinafter referred to as PFL/Company). The said guidelines require every NBFC to have a system and a procedure for receiving, registering and disposing of complaints and grievances in each of its offices.

This objective of this policy document, therefore, deals with how the ‘Customer Grievances’ received by the Company will be dealt with, by whom, within what time-frame. A record of all Customer Grievances will be maintained by the Company in such form as is feasible and all grievances will be reported to the Management in an appropriate forum and format along with details of steps taken for redressal thereof.

Our policy on grievance redressal follows the under noted principles.

- Customers to be treated fairly at all times.
- Complaints raised by customers are dealt with courtesy and without undue delay.
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy if they are not fully satisfied with the response of the company to their complaints.
- All complaints to be dealt with efficiently and fairly as otherwise they can damage our reputation and business.
- Our employees would work in good faith and without prejudice to the interests of the customer.

Modes of receiving grievances:

Customer Service channels:

Retail and Microfinance Customers can share their concern by calling the Customer care toll free number 1800 266 6444 or write on our email ID customercare@piramal.com mentioned on the website www.piramalfinance.com

Branches:

Piramal Finance Ltd (Formerly known as Piramal Capital & Housing Finance Ltd.) will make available Complaint Register at each branch (Retail/ Wholesale) and attend to/ address those at the respective Branch/es itself. The Branch Operations Managers / Branch Manager / Asst Branch manager (for retail) / Relationship Managers (for wholesale) will be responsible to gather any such Grievance/s received and as found necessary seek assistance from appropriate officials to resolve all such Grievances raised, satisfactorily and within timelines indicated in this policy.

In the case of administrative office, complaints may be maintained in soft copy.

Website:

Customers can find the details of various service touch points on “Contact us” section on the website www.piramalfinance.com

For the business originated by Lending Service Provider (LSP) and Digital Lending Applications (DLA), for the company a link to the company’s website has been provided on the websites of Lending Service Provider(s) and Digital Lending Apps. This is for enabling borrowers / customers to reach out to the company for grievance redressal in case the resolution provided by the LSP/DLA is non-satisfactory.

The details of Lending Partners are made available on the company’s website.

Redressal process:

Retail and Microfinance Customers are advised to write to us on our email ID (customercare@piramal.com) or call us on Customer care Toll Free Number (1800 2666 444) for their queries, requests and complaints.

For Retail loans - the customers can meet the Branch Operations Manager at our Retail branches between 10:00 am to 4:00 pm. (Closed on all Sundays, Public Holidays, 1st and 2nd Saturday)

For Microfinance loans – the customers can meet the Branch Manager / Asst. Branch manager at our MFI branches between 08:00 am to 3:30 pm (Closed on all Sundays, Public Holidays)

For Wholesale – the customers can meet the Relationship Managers at our wholesale branches between 10:00 am to 4:00 pm (Closed on all Saturdays, Sundays and Public Holidays)

The Branch Operations Manager/ Branch manager / Asst. Branch manager (for Retail and Microfinance), Relationship Managers (for Wholesale) will be the point of contact for customers and shall communicate with the complainant/s as required. They will be the pivotal figure at the branch, responsible for resolving all customer related queries and may for that purpose seek help and support from concerned personnel towards the resolution.

Grievance Redressal mechanism of the Company will also deal with the grievance relating to services provided by the call centre(s), LSP, DLA partnered with the company and other outsourced arrangements.

If any resolution of complaint needs additional time, the company will inform the customer/regulator for the reasons of delay in resolution and provide expected timelines for resolution of the issue.

Principal Nodal officer:

The Principal Nodal Officer can be contacted for all matters related to customer grievances and will liaise with the Regulator. All Grievances shall be brought to his/her notice by the officials concerned. The contact details of the Grievance Redressal/ Principal Nodal Officer is as follows:
Name: Ms. Hetal Parihar

Piramal Finance Ltd (Formerly known as Piramal Capital & Housing Finance Ltd.)

1st Floor, Amiti Building, Agastya Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (W), Mumbai MH 400070.

Email id (Retail): nodal.officer@piramal.com

Email id (Wholesale): wholesale.nodalofficer@piramal.com

Contact Number: 022- 71740555

The Grievance Handling mechanism shall be governed as per the Master Direction - Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023. Company has placed a separate framework that outlines the Standard Operating Procedures (SOP) for the Internal Ombudsman.

GRIEVANCE REDRESSAL PROCEDURE

At Piramal Finance Ltd (Formerly known as Piramal Capital & Housing Finance Ltd.), it is our endeavor to provide the best in customer service. All our products, services and policies are built around the core value of customer centricity. There can be instances where customers are not satisfied with the services provided. To highlight such instances and register a complaint please follow the below mentioned process:

Level 1

The Retail and Microfinance customer may raise his / her complaint through Customer care Toll free number 18002666444 mentioned on our company website or Email to customercare@piramal.com or meet the Branch Operations Manager (at Retail loan branches), Branch Managers / Asst Branch Managers (at Microfinance branches) The wholesale customer may raise his/her complaint with the Relationship Managers (at Wholesale branches). The complaint will be actioned as soon as it is received.

Level 2

If the customer is not satisfied with the resolution provided, or his/her query is not resolved within 10 days, the customer may escalate by writing to the Grievance Redressal Officer (GRO)

(Retail and Microfinance): grievances@piramal.com

(Wholesale): wholesale.grievances@piramal.com

Contact Number: 022- 71740555

Level 3

If the customer is not satisfied with the resolution provided at Level 2 or his/her queries is not resolved within 15 days, the customer may escalate to :

The Principal Nodal Officer (PNO) – Ms. Hetal Parihar,

Piramal Finance Ltd (Formerly known as Piramal Capital & Housing Finance Ltd.)

1st Floor, Amity Building, Agastya Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (W) Mumbai MH 400070.

(Retail and Microfinance): nodal.officer@piramal.com

(Wholesale): wholesale.nodalofficer@piramal.com

Contact Number: 022- 71740555

Level 4

In case of non-addressal of complaint to the customer's satisfaction within a period of 30 days, the customer may approach the RBI Ombudsman Office by lodging a complaint online at the given link <https://cms.rbi.org.in> or may write to below mentioned address:

Centralized Receipt and Processing Centre,

Reserve Bank of India, 4th Floor, Sector 17, Chandigarh-

160017 Toll Free No. 14448

For operational efficiency, the Company has appointed Regional Nodal Officers (for retail customers only) and the details of the same is place hereunder :

Name	Ashish Singh	Name	Yashovardhan Roy
Branch Office	Kolkata - Rashbehari	Branch Office	Noida - Sector 2
Email Id	rno.east@piramal.com	Email Id	rno.north@piramal.com
Region	East Zone	Region	North Zone

Name	Pruthvij Mate	Name	Srikanth Reddy Salipela
Branch Office	Kurla	Branch Office	Hyderabad - Ameerpet
Email Id	rno.west@piramal.com	Email Id	rno.south@piramal.com
Region	West Zone	Region	South Zone

Review:

The Board of Piramal Finance Limited (formerly known as Piramal Capital & Housing Finance Ltd.) will periodically review the policy and functioning of the grievances redressal mechanism.

The Company will abide by all guidelines, directives, instructions and advices of Reserve Bank of India as will be in force from time to time.

The contents in this document shall be read in conjunction with these guidelines, directives, instructions and advices.

Review History:

Below mentioned versions were adopted by PFL (formerly known as Piramal Capital & Housing Finance Ltd.)

Version No.	Review Date	Reviewer	Approver	Review Comments
Version 1.0	May 2020	Board Approved	Board Approved	Inception
Version 2.0	May 2021	Board Approved	Board Approved	<ul style="list-style-type: none">• Included grievance redressal principles• Change in Branch timings• Updation of Escalation Matrix with changed Email ID
Version 2.1	November, 2021	Board Approved	Board Approved	<ul style="list-style-type: none">• Change in Website Address• Mentioned Nodal Officer email ID• Change in Level 2 (escalation Matrix) - Retail loans Email ID• Change in Level 3 (escalation Matrix) – Officer Name
Version 3.0	May, 2022	Board Approved	Board Approved	<ul style="list-style-type: none">• Mentioned RBI Circular for grievances procedure• Included toll free number & customer care Email ID• Amendment in Branch Role for Customer service• Included Grievance Redressal Machinery for grievances related to outsourced agency• Change in Level 2 (escalation Matrix) Email ID• Mentioned Nodal Officer Name

Version 4.0	November 2022	Board Approved	Board Approved	<ul style="list-style-type: none"> • Included link provision on website of Lending Service Provider(s) and Digital Lending Apps • Included Grievance Redressal Machinery for grievances related to different services provider / lending partners.
Version 5.0	July, 2023	Board Approved	Board Approved	<ul style="list-style-type: none"> • Nodal Officer change approval being sought
Version 6.0	April, 2024	Board Approved	Board Approved	<ul style="list-style-type: none"> • Nodal Officer change approval being sought
Version 7.0	October, 2024	Board Approved	Board Approved	<ul style="list-style-type: none"> • Change in mode of raising complaint to Branch Operations Manager (L1) • Change in address and landline of Nodal officer (L3)

Below mentioned versions is applicable to PFL (formerly known as Piramal Capital & Housing Finance Ltd.) NBFC:

Version 1.0	May, 2025	Board Approved	Board Approved	<ul style="list-style-type: none"> • Adoption of policy in line with guidelines as applicable to NBFC - ICC • Level 4 (RBI CMS portal link and address included)
Version 2.0	Sept, 25	Board Approved	Board Approved	<ul style="list-style-type: none"> • Redesignation: Nodal Officer to Principal Nodal Officer (with RNOs added) • TAT Change (Level 2): Reduced from 15 days to 10 days.
Version 3.0	Jan,26	Board Approved	Board Approved	<ul style="list-style-type: none"> • Grievance redressal mechanism for Wholesale and CMML complaints