

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

Policy: **Grievance Redressal Policy**

Last Approved Date: **Sep 30, 2024 v 7.0**

Revision Date: **Apr 30, 2026**

Version: **1**

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:

Customers can share their concern by calling the Customer care toll free number or write on our email ID 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 and attend to/ address those at the respective Branch/es itself. The Branch Operations Managers / Branch Manager / Asst Branch manager 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:

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)

The Branch Operations Manager/ Branch manager / Asst. Branch manager 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.

Nodal officer:

The 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 of the Grievance Redressal/ Nodal Officer is as follows :

Email id: nodal.officer@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 customer may raise his / her complaint through Customer care Toll free number mentioned on our company website or Email to customercare@piramal.com or meet the Branch Operations Manager (at Retail loan branches) or Branch Managers / Asst Branch Managers (at Microfinance 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 15 days, the customer may escalate by writing to us at: grievances@piramal.com

Level 3

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

The Nodal Officer – 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 : nodal.officer@piramal.com

Contact Number: 022- 71740555

Level 4

In case of non-addressal of the complaint to the customer's satisfaction within a period of 30 days from the above quarters, the customer may approach the RBI CMS portal 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