R.K. BANSAL FINANCE PRIVATE LIMITED

CUSTOMER GRIEVANCE REDRESSAL POLICY

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This policy was updated and approved by the Board of Directors in its meeting held on August 21, 2026.

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Version Control

Version Number	Summary of Key Changes
V3_2026-27	Contact details and other changes based on the RBI (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025.
V2_2026-27	Policy updated based on the Company's regulatory practices and internal grievance redressal process.

R. K. BANSAL FINANCE PVT. LTD.

"CUSTOMER GRIEVANCE REDRESSAL POLICY"

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1. INTRODUCTION:

This Policy is framed in accordance with the applicable provisions of the RBI (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025, the Reserve Bank – Integrated Ombudsman Scheme, 2026 (RB-IOS, 2026), RBI (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023, RBI (Credit Information Reporting) Directions, 2025, and other applicable RBI directions, circulars and guidelines, as amended from time to time.

The Company recognizes that an effective and responsive customer grievance redressal mechanism is a key element of good governance and responsible business conduct. Accordingly, R.K. Bansal Finance Private Limited ("the Company") is committed to ensuring the prompt, fair, transparent, and efficient resolution of customer grievances while maintaining high standards of customer service.

This Policy provides a structured framework for the receipt, acknowledgement, investigation, resolution, monitoring, and review of customer complaints. It aims to enhance customer satisfaction, strengthen customer confidence, and ensure compliance with all applicable regulatory requirements.

2. OBJECTIVE AND SCOPE OF THE POLICY:

As a service organization, it is our primary responsibility to focus on Customer service and satisfaction. This document details the policy of redressal of customer complaints. The key objective of this policy is to ensure the following:

i. All concerns/complaints raised by Customers are resolved in effective and timely manner, leading to their satisfaction;
ii. All Customers are treated fairly and without bias at all times.
iii. Through Customers' feedback, we are able to improve our processes and products;
iv. In an event that the Customer is not satisfied with the resolution provided to him, he can escalate the issue to a higher level in the organization.

This document aims to describe internal policy for handling Customer complaints. It describes various channels for lodging the complaint, obtaining solutions from the concerned department and responding Customers with the solution within the committed time period.

The Company shall treat all the customers fairly and without bias. The Company shall not discriminate against physically/visually challenged customers.

2.1 Complaint: Complaint is an expression of dissatisfaction or resentment either in the form of a representation or allegation made in writing or through electronic means or over phone, containing a grievance alleging deficiency in:

- services, products, policies of the Company ,
- services provided by the outsourcing agencies engaged by the Company for providing service to the customers of the Company,
- employee's conduct,
- to deal with the complaint in respect of digital lending services,
- maintaining confidentiality/ protection of customer's personal (including sensitive personal information) and financial information.
- errors in credit reporting or unauthorized reporting to credit bureaus;
- related to Key Fact Statement (KFS), disclosure of interest rates and charges, recovery practices, unauthorized data sharing, privacy, or any deficiency in service.

A complaint is not a request for data modification or inquiry about loan products/schemes, interest rates or other requests which can be solved by Customer care.

2.2 Customer: Customer means the person who has obtained the loan or finance facility from THE COMPANY

3. RAISING A COMPLAINT:

3.1 Modes of raising Complaint:

The Company shall provide multiple channels for submission of complaints and shall ensure that customers can register complaints without any unreasonable difficulty or cost.

- Voice Support: The customer can call us at Customer Care Helpline at +91-8796552616, +91-8796924488 between 09:30 AM to 6:30 PM from Monday to Saturday.
- Email Support: Please write to us at info@ramfincorp.com
- Postal (through letter): Customer Care Department, R. K. Bansal Finance Private Limited, 8/9, 2nd Floor, WEA, Karol Bagh, New Delhi - 110005.
- Complaint in Person: R. K. Bansal Finance Private Limited, 8/9, 2nd Floor, WEA, Karol Bagh, New Delhi - 110005.

3.2 The complaint may be lodged in English or Hindi. Every complaint shall be acknowledged by the Company either through SMS, email, a ticket number, or any other suitable mode within a reasonable time, preferably within one working day of receipt.

3.3 A unique reference/ticket number shall be assigned and communicated to the complainant to facilitate future tracking of the complaint.

3.4 Anonymous or pseudonymous complaints may not be entertained unless supported by sufficient evidence or where required under applicable law.

3.5 Customers shall not be required to pay any fee or charges for lodging or processing a complaint under this Policy

3.6 Content / information in Complaints

While raising a complaint, each complaint should preferably contain the following information:

i. Customer's complete name;
ii. Customer's complete correspondence address;
iii. Loan ID;
iv. Registered mobile number/Phone number;
v. E-mail address, if any;
vi. Details of the complaint;
vii. Documentary Proof, if required
viii. UCIC (Unique Customer Identification Code)
ix. Any other information deems necessary

4. COMPLAINTS TREATMENT:

4.1 Procedure for addressing the complaint:

- **First call resolution:** All the complaints which can be resolved on the basis of first interaction with the customer over voice call.

- **Resolution post verification:** For the complaints which must be verified and may need further investigation/support from other departments and hence cannot be resolved immediately, customers shall be informed about the expected timelines of the closure. For these complaints, tickets shall be raised and assigned to the concerned departments on priority.

  We are committed towards resolving all customer's complaints within 30 days month from the date of receipt of complaint with complete details.

4.2 Mechanism to handle customer complaints/ grievances:

While handling the customer complaints, the customer shall be informed about the following:

i. Information pertaining to all issues/concerns raised by the customer;
ii. Explanation of final solution provided;
iii. Expected timelines towards closure (where immediate solution cannot be provided);
iv. Maintain contact at defined intervals/milestones to communicate progress on his concern and share reasons for delay/time taken; and
v. Request for supporting documents/information (if applicable) in a clear manner along

with the reason for such requirement.

The concerned team members handling the complaint should make reasonable efforts to reach the customer for providing a solution to his/ her complaint, preferably in the form the complaint was received.

The Company shall ensure that customers are provided with appropriate grievance redressal channels for complaints relating to digital lending partners, Lending Service Providers (LSPs), recovery agents, Direct Selling Agents (DSAs), Direct Marketing Agents (DMAs) and other outsourced service providers engaged by the Company.

4.3 Complaints Archiving

After the resolution is provided to the customer, the concerned department shall update the status of these complaints as closed in the system. These complaints reflect in a complaint management system which can be re-examined at any point of time, as and when required.

5. GRIEVANCE REDRESSAL MECHANISM:

Customers who wish to send in complaint/feedback over any issue can use the following channels.

Level 1: Customer Service Help Desk	Please contact Customer Service Help Desk. Monday to Saturday Timings: 09:30 AM–6:30 PM Helpline No : +91-8796552616, +91-8796924488 Email id : info@ramfincorp.com
Level 2: Grievance Redressal Officer	If you are not satisfied with the response from customer service helpdesk or if you don't receive a response within 3 working days, please call or write to Grievance Redressal Officer. You will receive a response within 5 working days of Grievance Redressal Officer receiving the complaint. Grievance Redressal Officer (Nodal Officer) Name : Mr. Pankaj Joshi Address : 8/9, 2nd Floor, WEA, Karol Bagh, New Delhi - 110005 Contact No. : +91 8796747113 Email : grievance@ramfincorp.com

Level 3 Principal Nodal Officer	Principal Nodal Officer: Name : Mr. Pushpendra Kumar Address : 8/9, 2nd Floor, WEA, Karol Bagh, New Delhi - 110005 Contact No. : +91-7419908212 Email : pno@ramfincorp.com
Level 4 (RBI Ombudsman)	If the complaint is not resolved within thirty (30) days from the date of receipt of the complaint by the Company, or if the customer is not satisfied with the response provided by the Company, the customer may approach the Reserve Bank – Integrated Ombudsman Scheme, 2026 (RB-IOS, 2026) through the channels prescribed under the Scheme ● Complaints can be filed online on https://cms.rbi.org.in ● Email: crpc@rbi.org.in; ● In physical mode: Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the prescribed format. ● Toll-free number – 14448 (9:30 am to 5:15 pm). The details and contact information shall be updated as per applicable RBI guidelines from time to time.

6. COMPLAINT REGISTER:

The Company shall maintain a centralized electronic complaint register/complaint management system containing, at a minimum, the complaint reference number, date of receipt, mode of receipt, customer details, nature of complaint, action taken, date of resolution and closure status. Such records shall be preserved in accordance with applicable regulatory requirements.

7. INVESTIGATION:

Every complaint shall be examined objectively by the concerned department. Wherever necessary, records, system logs, call recordings and supporting documents shall be reviewed before arriving at the final resolution

8. CONFIDENTIALITY:

The Company shall maintain confidentiality of customer information and complaint records during the grievance redressal process and shall use such information only for

investigation and resolution of the complaint, except where disclosure is required under applicable law or regulatory directions.

9. ROOT CAUSE ANALYSIS:

The Company shall periodically analysis complaints to identify recurring issues, systemic deficiencies and process gaps. Appropriate corrective and preventive actions shall be implemented to improve customer service and minimize recurrence of similar complaints.

10. COMPLAINT CLOSURE:

A complaint can be treated as closed on satisfaction of any of the below criteria only when:

- the customer accepts the resolution; or
- the Company has communicated its final response after completing investigation; or
- no response is received from the customer within the 30 days after communication of the final response.

11. COMPENSATION TO CUSTOMERS FOR DELAYED/RECTIFICATION OF CREDIT INFORMATION:

11.1 In accordance with the **RBI (Credit Information Reporting) Directions, 2025**, **Chapter VI – Compensation Mechanism**, **Paragraph 20 (Compensation for Delay in Updating / Rectification of Credit Information)**, the Company shall ensure timely updation and rectification of customers' credit information reported to the Credit Information Companies (CICs).

11.2 In this regard, complainants shall be entitled to a compensation of ₹100 per calendar day if their complaint is not resolved within a period of thirty (30) calendar days from the date of the initial filing of the complaint by the complainant with the Company.

11.3 The Company shall pay compensation to the complainant if it has failed to send updated credit information to the CICs by making an appropriate correction or addition or otherwise within twenty-one (21) calendar days of being informed by the complainant or a CIC. The compensation amount shall be credited to the bank account of the complainant within five (5) working days of the resolution of the complaint

12. RESOLUTION TURNAROUND TIME:

All customer complaints shall be resolved within thirty (30) days from the date of receipt of the complaint along with all relevant information and documents.

13. SUPERVISION AND REPORTING:

The Summary of the customer grievance report along with its Status Report indicating the actions taken for resolution of the complaints, shall be placed before the Board of Directors for their review on a quarterly basis.

The report shall contain information like:

- Number of complaints.
- Nature and category of complaints.
- Complaints received from regulatory authorities.
- Significant issues identified through complaint analysis.
- Corrective and Preventive Actions implemented to improve customer service and regulatory compliance.

14. TRAINING:

The Company shall provide periodic training to employees and outsourced personnel engaged in customer service and grievance redressal to ensure fair customer treatment, regulatory compliance and effective handling of customer complaints.

15. REVIEW OF THE POLICY:

The Board shall review this policy at least on an annual basis or as and when required basis the amended regulatory provision and evolving industry landscape

If at any point a conflict of interpretation / information between the policy and any regulations, rules, guidelines, notification, clarifications, circulars, master circulars/ directions issued by relevant authorities ("Regulatory Provisions") arises, then interpretation of the Regulatory Provisions shall prevail.

In case of any amendment(s) and/or clarification(s) to the Regulatory Provisions, the policy shall stand amended accordingly from the effective date specified as per the Regulatory Provisions.

16. WEBSITE DISPLAY:

This policy shall be displayed on the website of the company as mandated under the applicable regulatory provisions.

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