

	Grievance Redressal Policy HFCL – CORPORATE & RETAIL FINANCE	Version: 1.04 Issue Date: 28-Jan-2021	Approved by: Board of Directors
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Complaint Registration: Customers are requested to register their compliant/grievances through any of the below mentioned channels:

Email	- For Two Wheeler Loans/Used Car/Loyalty Loan: Customer.Care@HeroFinCorp.com - For Loan Against Property & SME/ Unsecured Business Loan /Commercial Loans: Corporate.Care@HeroFinCorp.com
Online	http://www.herofincorp.com/reach-us
Write to us	Grievance Redressal Cell, Hero FinCorp Ltd., A-44, Mohan Co-Operative Industrial Estate, Mathura Road, New Delhi – 110044
Call Us	Customers may dial-in on our dedicated Toll-Free line - For Two Wheeler Loans/Used Car/Loyalty Loans at 1800-102-4145 from 9:30 AM to 6:30 PM, Monday to Saturday - For Loan Against Property & SME/ Unsecured Business Loan/ Commercial Loans at 1800-103-5271 from 10:00 AM to 6:00 PM, Monday to Friday

Internal mechanism to handle Customer complaints

Resolution of grievances

1. The Customer service desk is responsible for the resolution of concerns/grievances at the earliest. They would be responsible for sending an acknowledgment to the customers with Service Request Number and tentative timelines for resolution.
2. It is their foremost duty to see that the concern should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he/she should be provided with alternate avenues to escalate the issue.
3. If the branch customer service manager feels that it is not possible at their level to solve the problem, they may refer the case to Customer Service Head /Nodal Officer/Ombudsman for resolution.
4. Upon resolution, a reply will be sent to the customer through email or post

Time Frame

1. If a complaint is received from a customer through any of the above channels, Hero FinCorp shall send an acknowledgement within a week

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2. After examining the matter, the company will send final response or explain the reason for taking more time to respond and shall endeavor to do so within four weeks of receipt of complaint

Escalation:

Level 1 Escalation: If customers are not satisfied with the resolution provided by the “Grievance Redressal Cell”, they may further escalate to the Nodal Officer/Ombudsman:

Mr. Sajin Mangalathu
Hero FinCorp Ltd.,
09, Basant Lok,
Vasant Vihar,
New Delhi, 110057
Email: nodal.officer@herofincorp.com

Level 2 Escalation: If customers are not satisfied with the resolution provided by the Nodal Officer, they may escalate the same by writing to the **Appellate Authority for Grievance Redressal** at below mentioned address:

Appellate Authority for Grievance Redressal

Hero FinCorp Ltd.
09, Basant Lok,
Vasant Vihar,
New Delhi – 110057

The **Appellate Authority for Grievance Redressal** is constituted of the following:

1. Mr. Ajay Sahasrabuddhe, Chief Operating Officer – Retail Lending
2. Mr. Samir Mehta, Chief Business Officer – Corporate Lending
3. Mr. Mahesh Sanghavi, Chief Business Officer – Corporate Lending
4. Mr. Shivendra Suman, Compliance Head & Company Secretary

Responsibilities of the Appellate Authority for Grievance Redressal

1. Ensure adherence to the Grievance Redressal policy and process laid down in this document, monitor its implementation and initiate corrective action wherever needed.

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2. Decide upon matters requiring immediate attention and follow up for timely redressal of grievances wherever delay is observed.

3. Take appropriate action to avoid any such delays in the future

Level 3 Escalation: *If the complaint / dispute is not redressed within a period of 4 weeks, the customer may appeal to Regional Office of DNBS of RBI, under whose jurisdiction the registered office of the Company falls*

The General Manager,
Department of Non-Banking Supervision (DNBS),
Reserve Bank of India, Sansad Marg,
New Delhi 110001, Tel: 011 23714456

The customer can also approach the Zonal Ombudsman Officer if he is not satisfied

SN	Centre	Address of the Office of NBFC Ombudsman	Area of Operation
1	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Telephone No : 25395964 Fax No : 25395488 Email : cms.nbfcochennai@rbi.org.in	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry
2	Mumbai	C/o Reserve Bank of India RBI Byculla Office Building Opp. Mumbai Central Railway Station Byculla, Mumbai-400 008 STD Code: 022 Telephone No : 2300 1280 Fax No : 23022024 Email : cms.nbfcomumbai@rbi.org.in	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu
3	New Delhi	C/o Reserve Bank of India Sansad Marg New Delhi -110001 STD Code: 011 Telephone No: 23724856 Fax No : 23725218-19 Email : cms.nbfconewdelhi@rbi.org.in	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir
4	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Telephone No : 22304982 Fax No : 22305899 Email : cms.nbfcoolkata@rbi.org.in	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand

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Review Mechanism

Periodical MIS on complaint is generated and circulated amongst the senior officials of the Company for their review and further instructions, if any. A consolidated report of such reviews/MIS shall be submitted to the Board at regular intervals, as may be prescribed by it.

The details shall be displayed prominently, for the benefit of the customers, at all branches / places of the Company where business is transacted. The public notice will serve the purpose of highlighting to the customers, the grievance redressal mechanism followed by the Company, together with details of the Nodal Officer, Banking Ombudsman and of the Regional Office of the RBI.