

	<b>Grievance Redressal Policy</b>  <b>HFCL – CORPORATE &amp; RETAIL FINANCE</b>	Version: 1.04  Issue Date: 28-Jan-2021	Approved by:  Board of Directors
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## Hero FinCorp Limited (“HFCL”)

### Customer Grievance Redressal Policy

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### ***Versions history***

Version	Date	Comments
V1.00	29.05.2016	Approval of Grievance Redressal Policy as per RBI's Master Direction
V1.01	02.11.2018	Updating of Call Centre Phone numbers Applicability of Policy to Outsourced Services
V1.02	21.10.2019	Applicability of Policy to services provided as Corporate Agents under IRDA
V1.03	21.10.2019	Updating Appellate Authority
V1.04	28.01.2021	Updating Nodal Officer Details

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## **Grievance Redressal Policy**

Hero FinCorp Limited prides itself on being a customer centric organization. In keeping with this value, we have devised a mechanism that aims at minimizing the instances of customer complaints and grievances, whilst ensuring prompt redressal. In order to make the company's redressal mechanism more meaningful and effective, a structured system has been put in place.

### **Objective of the policy**

The Grievance Redressal Policy was formed with an aim to provide quick amends to customer issues. In case of a complaint, we have a smooth review mechanism to identify our shortcomings and overcome them quickly. This policy also covers issues relating to services provided by the outsourced agency and insurance services provided by the Company as a Corporate Agent.

### **Key Commitments**

Hero FinCorp Ltd., through its management, intends to uphold the following commitments:

1. To act fairly and reasonably in all dealings with its customers by ensuring that:
  - a. Its products and services will meet all relevant laws and regulations as applicable, for the time being in force
  - b. Its dealings with its customers will be based on fairness
2. The company will assist its customers in understanding its products and services by
  - a. Providing information in Hindi, English or any local language
  - b. Explaining their financial implications and helping the customer choose the one that meets his/ her needs
3. The company will make every attempt to ensure that its customers have a trouble free experience in dealing with it. However, in case of any instances of disagreement with the service provided by the company to its customers, the same will be dealt with utmost care.
4. In case the customer is not satisfied with the way their complaint is handled, the company will guide the customer on further procedures of escalation.

### **Grievance Redressal Mechanism**

The company has a structured grievance redressal mechanism in practice where all grievances will be attended as per a defined time schedule. This facility has been provided to the customers to register complaints for speedy redressal.

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**Complaint Registration:** Customers are requested to register their compliant/grievances through any of the below mentioned channels:

<b>Email</b>	- For Two Wheeler Loans/Used Car/Loyalty Loan: <a href="mailto:Customer.Care@HeroFinCorp.com">Customer.Care@HeroFinCorp.com</a> - For Loan Against Property & SME/ Unsecured Business Loan /Commercial Loans: <a href="mailto:Corporate.Care@HeroFinCorp.com">Corporate.Care@HeroFinCorp.com</a>
<b>Online</b>	<a href="http://www.herofincorp.com/reach-us">http://www.herofincorp.com/reach-us</a>
<b>Write to us</b>	Grievance Redressal Cell, Hero FinCorp Ltd., A-44, Mohan Co-Operative Industrial Estate, Mathura Road, New Delhi – 110044
<b>Call Us</b>	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](mailto: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.nbfckolkata@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.