

Grievance Redressal Policy of Hinduja Leyland Finance

Objective:

Hinduja Leyland Finance realizes that quick and effective handling of complaints as well as prompt corrective & preventive actions to improve processes are essential to provide excellent customer service to all segments of customers.

To achieve this, HLF has a clearly documented policy for redressal of customer grievances in accordance with the Grievance redressal guidelines circulated by RBI from time to time,

Through this policy, HLF ensures that a suitable mechanism exists for receiving and addressing complaints from its customers with specific emphasis on resolving such complaints fairly and expeditiously

The policy seeks to ensure that:

1. Adequate information will be made available to all customers on the various channels for seeking redressal of grievances arising out of any perceived deficiency in service by HLF or noncompliance to the Code of Commitment. This will be updated as and when any change occurs in the processes emerging out of internal reasons or change in guidelines from the regulators.
2. Any complaints received - either verbally, via email or in writing - from the customers, will be logged into ERP under respective category.
3. Complaint, once lodged shall be assigned with unique case ID. This categorized complaint shall be uploaded in ERP with a copy of written complaint by customer with supporting documents, if any and assigned to the respective officer for resolution.
4. Complaint shall be lodged in any of office of HLF and later assigned internally to concerned officer/ branch in charge of the complaint. The recipient officer shall ensure the complaint is acknowledged by concerned officer.
5. First time approach/request by customer to any of the officer/branches of HLF shall not be considered as complaint and shall be tagged under "REQUEST".
6. Unique ID shall be assigned to any complaint in the standardized convention: The first name of the complaint shall represent the request/complaint type, followed by year (YYYY) and month (MM), followed by category with chronological serial no 0001.

If customer is raising the complaint with regards to NOC in Aug 2023, the case id shall be "NOC082023COM001".

7. Every complaint shall be recorded in Register/MIS in all offices of HLF. The standard format to be followed is as below:

| Sl No | State | Hub | Location | Customer Name | Loan a/c no | Date of receipt of Complaint | Unique complaint Id | Description of the complaint | Assigned to | Closure date | Resolution provided |
|-------|-------|-----|----------|---------------|-------------|------------------------------|---------------------|------------------------------|-------------|--------------|---------------------|
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8. The specified register/MIS shall be reviewed by Internal audit team/ Area Managers/ Seniors from corporate office during the branch visit to ensure proper closure and quality / accuracy of the closure of the complaint is maintained.
9. Customer can lodge the complaint through our call centre in toll free no 1800 2022 500 and email id team.compliance@hindujaleylfinance.com & compliance@hindujaleylfinance.com assigned to raise the complaint.
10. State Manager/ Area Manager of HLF shall be responsible to track the pending complaints on daily basis and provides support to ensure complaints are resolved within TAT of 7 working days.
11. Complaints pertaining to specific department shall be forwarded to the concerned officer of the department by State/Area manager for appropriate resolution within TAT.
12. If the resolution is sought at corporate office - grievance redressal team, the state office shall inform complete details of the complaint to corporate office within 7 working days from the date of receipt of the complaint.
13. All complaints received at the corporate office will be forwarded to the Grievance Redressal Team for handling in a prompt manner.
14. Complaints shall be resolved in a proper and time bound manner with detailed advice to the customer. In case the resolution needs time, an interim response, acknowledging the complaint shall be issued.
15. Complaints shall be tracked and closed only after resolution of the customers' grievance. A complaint can be marked as closed only after the relevant office uploads a copy of mail/letter stating the complaint is closed with all details of resolution.
16. HLF will not only ensure that all the complaints received are recorded and resolved, but also ensure effective monitoring / escalation mechanism so as to ensure that none of the complaints remain unresolved and repetitive.
17. HLF shall develop a detailed procedure to execute the grievance redressal policy. The procedure shall be reviewed and updated every Quarter. A quarterly report shall be prepared providing inter alia, the complaints received/resolved and pending for resolution for the Quarter and submitted to the Board.
18. The standard draft which requires to be communicated to customers with necessary reference will be mandated to all employees by the Quality Initiatives Group.

19. Customer complaints received through emails will be responded through email Only. HLF email management unit will be responsible to provide final resolution response to customers raising complaints via email. Customers will be educated further to raise the complaint through their registered email id only.
20. Quality Initiatives team will be responsible to drive process improvement in coordination with other functions. All employees at the customer facing channels and other support departments will be periodically trained in handling of complaints.
21. All complaints received through the below mentioned channels will be handled at corporate office by a dedicated resource under the audit and compliance department.

Reserve Bank of India
Nodal office
Banking ombudsman

22. HLF shall appoint Nodal officers at corporate office and a list of state wise Complaint redressal officers of HLF shall be made available on HFL website and through displays at the Branches. The same shall be updated periodically.
23. In case a customer is not satisfied with the resolution provided to him by the front office staff, the customer will be provided an option to write to the Grievance Redressal officer of HLF either through an e-mail or through a letter. The contact details of the Grievance Redressal Team will be displayed at all the branch premises of HLF as well as on the website. The Unit will be responsible for resolution of all complaints received at their end.
24. Customers shall also be provided detailed information on how to escalate the matter in case the redressal is not found to be adequate or appropriate. Through posters in branches, HLF shall take necessary steps to do wide publicity about creating awareness among customers that in case they are not happy/satisfied they can approach concerned team.
25. Internal Auditor shall be assigned with the responsibility of evaluating the functioning of redressal mechanism as a part of their scope of Internal audit. They analyse the causes of complaints classifying them into avoidable and non-avoidable and accuracy of the corrective action taken. They shall suggest the preventive action to avoid the recurrence of such complaints and follow up mechanism. They shall submit the report to the management on a quarterly basis on their analysis.
26. To ensure adequate closure of customer complaints and to improve resolution of complaints within the defined TAT, HLF shall institute below mentioned mechanism

| Levels | Particulars | Escalation to , if any | Time Limit for Resolution | Address |
|---------------------|--|---|----------------------------------|---|
| 1 | First level: Resolution of Complaints - State manager of concerned state | State /Branch Office | 7 days | Respective State office |
| 2 Escalation - 1 | Unresolved after 7 working days | Nodal Officer at Corporate office | 7 – 15 days | Corporate office address Hinduja Leyland Finance Limited Corporate Office: No 27-A, Developed Industrial Estate, Guindy, Chennai - 600032 Phone: 044-2242-7555 E-mail: compliance@hindujaleylfinance.com |
| 3 Escalation - 2 | Unresolved after 15 working days | Head Operations | 15 – 22 days | Corporate office address Hinduja Leyland Finance Limited Corporate Office: No 27-A, Developed Industrial Estate, Guindy, Chennai - 600032 Phone: 044-2242-7555 E-mail: compliance@hindujaleylfinance.com |
| 4 Escalation - 3 | Unresolved after 22 working days | Chief Operating Officer / Chief Executive Officer | 22- 30 days | Corporate office address Hinduja Leyland Finance Limited Corporate Office: No 27-A, Developed Industrial Estate, Guindy, Chennai - 600032 Phone: 044-2242-7555 E-mail: compliance@hindujaleylfinance.com |
| 5 Escalation - 4 | Unresolved after 30 working days | RBI | | Address: General Manager Department of Non-Banking Supervision Chennai Regional Office Reserve Bank of India Fort Glacis, No.16, RajajiSalai Chennai 600 001 |

27. The responsibility of updating the complaints in ERP/Register/MIS shall be as below:

| Office | Maker | Checker | Reviewer |
|--------------------------------|------------------------------|---------------------------|---------------------------|
| Corporate Office | Compliance redressal officer | Nodal Officer - Grievance | Head – Internal Audit |
| Branch officer | HUB credit administrator | Area Operations Manager | Nodal officer – Grievance |
| RMC (Record Management Centre) | RMC In charge | Chief Financial Officer | Chief Executive Officer |