



AADHAR HOUSING FINANCE LIMITED

GRIEVANCE REDRESSAL POLICY

(Effective from May, 2021)

(Version- III)

PART I

CUSTOMER GRIEVANCE REDRESSAL POLICY

INTRODUCTION

The purpose of the Policy is to define the Customer Grievance Redressal process for the Company in accordance with the National Housing Bank (“NHB”) Directions for Housing Finance Companies.

The Policy is aimed to ensure that:

- All Complaints are treated efficiently and fairly.
- Complaints raised by customer are dealt with courtesy and on time.
- Customers are fully aware of avenues to escalate their complaints/grievances within the organization.
- Customer should know about their rights for alternative remedies, in case they are not fully satisfied with response.
- Minimizing instances of customer complaints and grievances through proper service, delivery and review mechanism and
- Prompt Redressal of customer complaints and grievances.

GRIEVANCE REDRESSAL COMMITTEE

AHFL has proposed to form a Customer Grievance Redressal Committee consisting of the following members:

- a. Chief Operating Officer (COO)
- b. Head of Collection
- c. Head of Operation
- d. Head of Risk

The quorum shall be 3 members, committee can invite any other functional head to attend the meeting and the Meeting to be held as and when required.

The Committee has the following functions:

- Regularly review the position of complaints received and the action taken on various complaints.
- Evaluate the type of customer complaints received on a quarterly basis and work towards reduction of such complaints with process simplification/streamlining etc.
- Review all regulatory compliances are followed and implemented,
- Review the TAT/timelines for closure of complaints and how it can be further improved.
- Review unresolved complaints and intervene where required.

GRIEVANCE REDRESSAL MECHANISM

Aadhar Housing Finance Ltd. (AHFL) strives to provide quality services & make the customer satisfied within the framework of the Regulatory Norms, Board/Top Management approved policies, processes & procedures.

AHFL operates the grievance redressal in a decentralized manner, customer can approach the branch net work across the country, they can write and call to the customer care id and customer care number respectively. This way the customer has easy access to employees of the organization.

PUBLICATION OF GRIEVANCE REDRESSAL PROCEDURE

The Company shall inform its customers where to find details of the Company's procedure for handling complaints fairly and quickly. The Company shall clearly display in all its offices / branches and on its website the grievance redressal procedure (e-mail id and other contact details at which the complaints can be lodged, turnaround time for resolving the issue, matrix for escalation, etc.) for lodging the complaints by the aggrieved borrower.

GRIEVANCE REDRESSAL PROCEDURE

Step I

- To redress their grievances, customer can lodge their complaint in writing with the Branch Manager of the Branch
- The complaint can also be registered by making an entry of the complaint/grievance in the complaint register maintained by the branch.
- The customer can register their complaint at customercare@aadharhousing.com or call on our customer care no. **1800 3004 2020**.

The customer shall be responded to within a period of 7 working days.

The response/ acknowledgement to a customer's complaint shall contain the name and designation of the official who will deal with the grievance. If the complaint is relayed over phone at Company's designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period.

Step II

In case the customer does not receive any response within the above timeline or is not satisfied with the response given by the branch, after 7 days the customer can further escalate the complaint/grievance to the Corporate Office at Mumbai either by way of a letter addressed to Customer Care Officer/Grievance Redressal Officer of AHFL or through email to be sent at:

The Customer Care Officer/Grievance Redressal Officer
Aadhar Housing Finance Ltd
Corp. Office No 201, 2nd Floor,
Raheja Point 1, Nehru Road, Vakola
Santacruz (East), Mumbai 400055
Maharashtra
Email id: grievanceredressal.officer@aadharhousing.com

The customer shall be responded within a period of 30 working days with the resolution of the complaint. After examining the complaint/grievance received, we shall send to the customer a final response or explain why we need more time to respond and shall endeavor to send a detailed reply or intimation within a period of 30 days from the date of receipt of complaint at the Corporate Office of the company.

Step III

In case the customer is still not convinced with the resolution provided by our Grievance Redressal Team, then after 30 days the customer may approach the Regulatory Authority of Housing Finance Companies – the National Housing Bank at the below mentioned address:

National Housing Bank
Department of Regulation and Supervision
(Complaint Redressal Cell)
4th Floor, Core 5-A, India Habitat Centre
Lodhi Road, New Delhi – 110003
www.nhb.org.in

Link: <https://grids.nhbonline.org.in/>

The format for making offline complaint is available at link [http://www.nhb.org.in/ Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%9393Physical-Mode.pdf](http://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%9393Physical-Mode.pdf)

The above details shall be displayed clearly in all its offices / branches and on the website of the Company.

GRIEVANCE REDRESSAL OF INSURANCE CUSTOMERS

The Company holds the Registration of a Corporate Agent (composite) with IRDAI for solicitation of insurance business. It will ensure adherence to the IRDAI Regulations, with respect to redressal of grievances relating to insurance.

The complaints related to insurance products sold by the company will be acknowledged and AHFL will facilitate redressal within 14 days of the receipt of such complaint through the respective Insurance Company (ies).

The Insurance customer is advised to follow the below steps for registration and resolution of their complaints.

Step I

- To redress their Insurance grievances, customer can lodge their complaint in writing with the Branch Manager of the Branch
- The customer can also register their complaint at customercare@aadharhousing.com or call on our customer care no. **1800 3004 2020** by mentioning their Insurance policy number.

The customer shall be responded to within a period of 7 working days.

Step II

In case the customer does not receive any response within the above timeline or is not satisfied with the response given by the branch, after 7 days the customer can further escalate the complaint/grievance to the Corporate Office at Mumbai either by way of a letter addressed to Customer Care Officer/Grievance Redressal Officer of AHFL or through email to be sent at:

The Customer Care Officer/Grievance Redressal Officer
Aadhar Housing Finance Ltd
Corp. Office No 201, 2nd Floor,
Raheja Point 1, Nehru Road, Vakola
Santacruz (East), Mumbai 400055
Maharashtra
Email id: grievanceredressal.officer@aadharhousing.com

The customer shall be responded within a period of 14 working days with the resolution of the complaint.

Step III

If the complaint is not resolved or the customer is not satisfied with the resolution provided by the Insurer/AHFL, then at any point in time he or she can:

- Escalate the complaint online through IGMS by logging into - <https://igms.irda.gov.in/>
- Or Call Toll Free Number 155255 or 1800 4254 732
- Or Email to - complaints@irdai.gov.in
- Or write to Insurance Regulatory and Development Authority of India (IRDAI), Sy No 115/1, 4th floor, Financial District, Nanakramguda, Gachibowli, Hyderabad 500032
- In rare cases, in case the customer is not happy with the resolution provided by the above, then he/she may be guided to the Insurance Ombudsman.

PART II

INVESTORS GRIEVANCE REDRESSAL MECHANISM

Redressal of Queries and Complaints related to Investors, i.e. Debenture (NCD) holders of Fixed Deposit (FD) holders:

The Company, AHFL is committed to prompt response and resolution of any query or complaint raised by its Debenture holder or Fixed Deposit holders. Further, to strengthening the robust mechanism for redressal of such queries or complaints, we have a separate committee called Stakeholders and Relationship Committee, constituted as per provisions of 178(5) of the Companies Act, 2013 and SEBI (LODR) and other applicable statutory provisions. The Scope/Role of the Committee are as follows:

- Regularly review the position of complaints received from Investors and the action taken of various complaints
- Evaluate the type of Investors complaints received on a quarterly basis and work towards reduction of such complaints with process simplification/streamlining
- Ensure all regulatory compliances regarding are followed and implemented
- Ensure the TAT/timelines for closure of complaints is followed/adhered to
- Review unresolved complaints and offer their advice/correction action on such cases.

The Members of the Stakeholders and Relationship Committee consisting of minimum 3 Non Executive Directors out at least one shall be Independent Director.

Quorum will be 2 Directors of which 1 shall be Independent Director and the Meeting to be held as and when required.

We also have Registrar and Transfer Agent for our Debentures, to ensure & maintain proper records and data, timely payment of interest /re-payments to Debenture holders and resolving their queries & concern within a TAT, as given in Annexure A & B.

The Company submits the details of all Complaints/Grievance received and resolved, during the quarter, before the Board of Directors, at their meeting. Company also upload the details of quarterly Complaints/Grievances received and resolved, to Stock Exchange, i.e. BSE Ltd. and SCORES (SEBI), as per the applicable provisions of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015.

The Investor can raise their unresolved complaints after 15 days to the Compliance Officer at the email id : complianceofficer@aadharhousing.com or SEBI.

The revised Grievance Redressal Mechanism for Investors, is as per Annexure -A.

A. Redressal of Queries and Complaints related to Shareholders :

- The Company always appreciate and acknowledge the confidence reposed by its shareholders on the Company, by providing long term equity capital to accelerate the growth of the Company.
- We closely monitor the Queries/Complaints, if any from our shareholders. We keep on communicating and updating them about various information, related to them, like payment and claim of Dividend, Transfer of shares to IEPF, if any etc. We have also appointed Registrar and Share Transfer Agent for handling transfer/ transmission and other related activities and records of shareholders.

- The Investor can raise their unresolved complaints after 30 days to the Compliance Officer at the email id : complianceofficer@aadharhousing.com or to ROC/MCA.
- The Grievance Redressal Mechanism for Shareholders, is as per Annexure - B.

Annexure -A**Grievance Redressal Mechanism for Investors such as Debenture/NCD holders & FD holders:**

| Sr. No | For Privately placed Debentures/NCDs | For Debentures issued under IPO-NCDs |
|--------|--|--|
| 1 | Debenture holders may send their query or complaint through email to the Company at treasury@aadharhousing.com | Debenture holder may send their query or complaint through email to Registrar and Transfer Agent at : einward.ris@kfintech.com |
| 2 | The Debenture holder shall be responded within a period of 7 days from the date of receipt of query or complaint, to resolve the issue. | The Debenture holder shall be responded within a period of 7 days from the date of receipt of query or complaint, to resolve the issue. |
| 3 | If the query or complaint is not resolved within 15 days or the Debenture holder is unsatisfied with the reply/solution provided, then he/she/it can send the email to Company Secretary & Compliance Officer of the Company at complianceofficer@aadharhousing.com . | If the query or complaint is not resolved within 15 days or the Debenture holder is unsatisfied with the reply/solution provided, then he/she/it can send the email to Company Secretary & Compliance Officer of the Company at complianceofficer@aadharhousing.com . |
| | If complaints are not resolved within 30 days, then, the Investor can raise such complaint to BSE or SCORES (SEBI) at their website/portal : scores@sebi.org.in | |

Company is committed to resolve the queries related to Debenture holder, within a period of 30 days of receipt of complaint, unless there is any legal or technical error on part of Debenture holder.

The process of Redressal of Grievance of FD holders will be monitored by the Retail Liability/FD Team & Central Operations Team. The FD holders may send their query or complaint through email to the Company at customercare@aadharhousing.com.

Annexure -B**Grievance Redressal Mechanism related to Shareholders/Investors :**

The shareholder may send their query or complaint to the Company Secretary & Compliance Officer of the Company at customercare@aadharhousing.com with a copy marked to complianceofficer@aadharhousing.com. The share holder shall be responded within a period of 7 days from the date of receipt of query or complaint, to resolve the issue. Company is committed to resolve the queries related to share holder, with in a period of 15 days of receipt of complaint, unless there is any legal or technical error on part of share holder.

| | |
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| If query or complaint is not resolved within 15 days | Share holder shall send the query or complaint addressing to MD & CEO of the Company at complianceofficer@aadharhousing.com or CEO@aadharhousing.com |
| If complaint is not resolved within 30 days, then | Shareholder, can send complaint to Registrar of Companies, Ministry of Corporate Affairs at roc.bangalore@mca.gov.in |
