

**PART A**  
**CUSTOMER GRIEVANCE REDRESSAL MECHANISM**

**1) PREAMBLE**

Easy Home Finance Limited (EHFL) is engaged in lending to a wide spectrum of customer segment across India. In lending industry, customer service attains primary importance in view of the complexities involved at various stages as well as it being a high value and high on customer involvement product.

EHFL recognizes the importance of customer satisfaction, therefore, believes in eliminating the hurdles faced by its valued customer. The company promptly addresses all queries to provide seamless experience to the customer.

However, there may be instances where, despite EHFL's and its constituents' best efforts, the customer may not be satisfied on the services provided by the company hence company has to develop a customer grievance redressal mechanism and take prompt & apt decisions towards providing reasonable solutions to the customer.

**2) OBJECTIVE**

The Customer Grievance Redressal Mechanism is framed to establish a system and procedure for receiving, registering and disposing of complaints / grievances of customers in line with the Guidelines of Fair Practices Code of the Company which, *interalia*, sets out broad parameters for dealing with the grievances of the customers.

Such a mechanism is created to ensure that all disputes arising out of EHFL's functionaries' decisions are heard and disposed of at least at the next higher level up to the reasonable satisfaction of the customer.

The Policy adopted by the Company is in line with the Master Direction - Non-Banking Financial Company - Housing Finance Company (Reserve Bank) Directions, 2021 issued by the Reserve Bank of India on February 17, 2021. Through this policy EHFL ensures a suitable mechanism for addressing the Customer complaints and resolving the same fairly and expeditiously.

**3) PRINCIPLES**

Customer complaints constitute an important voice of a customer and following shall be guiding principles for dealing with customer complaints:

- Customers shall be treated fairly at all times
- Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner
- Customers shall be informed of avenues to escalate their complaints within the organization and their rights in cases when their complaints are not

resolved in a timely manner or when they are not satisfied with the resolution of their complaints

- Employees and outsourced agencies should work in good faith and without prejudice, with all the customers
- EHFL Grievance Redressal Machinery will also deal with the issue relating to services provided by the outsourced agency.

#### **4) GRIEVANCE REDRESSAL MECHANISM**

In case of any grievance's customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

##### **A. Registration of Complaints**

Customers can visit the Branch Office(s) or contact us on 022 - 35503442/ 022 -35210487 for registration of their grievances. Customers can also call our Call center at 1800223279 and WhatsApp no as 8928223279 for escalation of complaints.

- Email / Letter - Customers can also send their grievances through email at [customercare@easyhomefinance.in](mailto:customercare@easyhomefinance.in) or write to the Grievance Redressal Officer at Easy Home Finance Limited, 302, 3<sup>rd</sup> floor, Savoy Chambers, Dattatray and V.P. Road (Extn.), Santacruz West, Mumbai - 400054.

##### **B. How a Complaint should be made:**

- Customers shall ensure that they quote their application no. / sanction no. / loan account no., Complaint details and valid Contact Information along with his /her registered email-id - while lodging their complaint.
- The complainant shall be provided with a Service Request Number (SRN), which shall be quoted in every further correspondence with the Company regarding their complaint.
- Anonymous complaints will not be addressed in terms of this Customer Grievance Redressal Mechanism.
- In case of complaints with respect to the recovery process adopted by the authorized agents / representatives, if the Company is convinced, with adequate proof, that the customer is continuously making frivolous / vexatious complaints, it will continue with the recovery proceedings through the authorized agents / representatives even if a grievance / complaint is pending for disposal.

##### **C. Acknowledgement:**

Upon receipt of the complaint, EHFL shall acknowledge the receipt of the complaint within 7 (seven) working days from the date of receipt indicating a time frame to respond with fair investigation.

#### **D. Time Frame for Resolution of Complaints, from date of receipt of complaint**

After examining the matter, the Company shall send to the customer its final response within 15 working days of date of receipt of complaint or explain why it needs more time to respond. The time frame for resolution of complaints shall be as under:

- (i) Normal cases (other than the one mentioned below): 15 working days from date of receipt of complaint;
- (ii) Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: 30 working days from date of receipt of complaint;
- (iii) If any case needs additional time, the Company will inform the customer the reasons of delay in resolution within the timelines specified above and provide expected timelines for resolution of the complaint.

#### **E. Exclusions**

Customer complaints shall be assessed on the basis of the nature of issue raised to identify whether it falls under the category of complaints. The following issues shall not be considered under complaints and customer shall be responded accordingly

- i) A complaint against any law of the land or rule of the regulatory / statutory / governing local and national authorities
- ii) Anonymous complaints
- iii) Complaints without proper supporting details;
- iv) Matters involving decisions in which the complainant has not been affected either directly or indirectly
- v) Matters that are sub judice or where any regulatory / judicial authority had passed an order;
- vi) Cases which have been reported as fraud and/or is under investigation by government authority like Police, Tax, etc. or where the authority has already taken a view on the subject matter, after investigation;
- vii) A complaint which has already been disposed by the company.

#### **F. Escalation Matrix**

If a customer does not receive a response in the specified period or such other extended timeline as intimated to the customer or if the customer is not satisfied with the resolution provided by the Company, the customer can escalate the issue to the Chief Grievance Redressal Officer of the Company as mentioned below:

##### **Chief Grievance Redressal Officer**

SIDDHARTH R. MEHTA  
EASY HOME FINANCE LIMITED  
302, 3<sup>rd</sup> floor, Savoy Chambers,  
Dattatray Road & V.P. Road (Extn.),  
Santacruz (West), Mumbai –  
400054.

Telephone No: 022 – 26609500

Email – [cgro@easyhomefinance.in](mailto:cgro@easyhomefinance.in)

The Chief Grievance Redressal Officer shall endeavor to resolve the complaint within reasonable time, not exceeding 21 working days from the date of receipt of escalated or unsatisfied/unresolved complaint, or such extended time as may be communicated to the customer.

If a customer does not receive a response from the Chief Grievance Redressal Officer within reasonable / specified time or if the customer is not satisfied with the resolution provided by the Chief Grievance Redressal Officer, the customer can approach Complaint Redressal Cell of National Housing Bank by:

(a) Lodging a complaint on the online grievance handling portal of NHB - GRIDS at <https://grids.nhbonline.org.in>

(b) Sending the complaint to NHB by post. ***Complaint Form attached as Annexure A.*** The customer may fill and send the form along with letters or enclosures, if any, by post or courier to the following address:

Complaint Redressal Cell  
Department of Regulation and  
Supervision,  
National Housing Bank,  
Core 5 A, India Habitat Centre, Lodhi Road,  
New Delhi – 110 003

Email: [crcell@nhb.org.in](mailto:crcell@nhb.org.in)

## **5) REVIEW**

The Customer Services and Grievances Redressal Committee of the Company shall periodically review the Customer Grievance Redressal Mechanism to ensure that process deficiencies, if any, are addressed. The Committee shall also periodically review the Statement of Complaints received, resolved and pending, along with reasons for the same.

In the event of any conflict between the provisions of this policy and of the applicable law dealing with the grievances, such applicable law in force from time to time shall prevail over this policy.

## **6) IMPLEMENTATION**

This Mechanism shall come in force with immediate effect from the date of approval of the Board.

## **PART B**

### **EASY HOME FINANCE LIMITED IRDA CORPORATE AGENT (CA0696) – GRIEVANCE REDRESSAL POLICY**

#### **INTRODUCTION**

EASY HOME FINANCE Limited (hereinafter referred as “The Company”) believes that excellence in customer service is the most important tool for sustained business growth. Therefore, the company follows a philosophy of providing resolution of the customers’ complaint/grievance in a manner that effectively resolves the complaint to customer’s satisfaction.

#### **OBJECTIVE**

The objective of this policy is to provide efficient & effective grievance redressal mechanism to assisted policyholders, nominees and other persons claiming under policies and has been formulated taking into account the following:

- Complaints raised by customers are dealt with courtesy and on time.
- Customers are treated fairly at all times.
- Complete transparency is maintained with the customers.
- All complaints are dealt with efficiency and fairness.
- Customers are fully informed about avenues to escalate their complaints /grievances within the organization.
- Customers are informed about their rights to alternative remedy if they are not fully satisfied with the response of the Company to their complaints.

#### **SCOPE**

The policy shall cover all the complaints/grievances received from the policy holder/its nominee/beneficiary/authorized person (with the written consent of the policy owner). The company will not accept any complaint from third party, agencies on behalf of the customer unless we have written consent from the policy holder.

Grievances received from consumer forums or ombudsman office or court will be dealt separately by the legal team.

#### **DEFINITIONS**

“Complainant” means a policyholder or prospect or any beneficiary of an insurance policy who has filed a complaint or grievance against the insurer or the company

“Complaint” or “Grievance” means written expression (includes a communication in the form of electronic mail or other electronic scripts), if dissatisfaction by a complainant with insurer, company or other regulated entities about an action or lack of action about the standard of service or deficiency of service of such insurer, company or other regulated entities

Explanation – An inquiry or request would not fall within the definition of the complaint or grievance.

An Inquiry and Request would mean the following:

An "Inquiry" is defined as any communication from a customer for the primary purpose of requesting information about a company and/or its services.

A "Request" is defined as any communication from a customer soliciting a service such as a change or modification or refund or cancellation or alternation in the policy

### **COMPLAINT REDRESSAL PROCESS**

If you have a grievance that you wish to redress, you may contact us with the details of your grievance through any of the following channels:

Step 1: Channel for communication

- Email : [cgro@easyhomefinance.in](mailto:cgro@easyhomefinance.in)
- Letter: Grievance Officer, 302, Savoy Chambers, Linking Road, Santacruz West, Mumbai - 400054 Contact Centre : Customer can call us on 1800223279 from Monday to Friday between 10 am to 6 pm (excluding public holidays) or

Step 2: Process for addressing the queries

- All grievances will be given acknowledgment receipt within 72 working hours of the receipt of complaint.
- All couriers will be answered within 21 days from the date of receipt.
- All grievances from walk in customer will be acknowledged immediately and log shall be maintained in this regard.
- Based on type of grievance, the company shall exercise all efforts to resolve the same within 14 working days from the date of receipt of complaint.
- Once the complaint is resolved, a closure mail shall be sent to the customer with the request of rating the same.

Step 3: Escalation Matrix

If a client is not satisfied with the resolution provided through various channels, the client has the option to escalate the issues to a higher level, as per the escalation matrix given underneath

- Level 2: If still not satisfied after level 1, please escalate the matter to the Principal Officer at [insure@easyhomefinance.in](mailto:insure@easyhomefinance.in)
- Level 3: If after having followed Level 1 and Level 2 your issue remains unsolved, you may approach The Insurance Regulatory Development Authority of India (IRDAI) at <http://www.policyholder.gov.in/report.aspx#> or <https://bimabharosa.irdai.gov.in/> or Ombudsman at <https://cioins.co.in/Complaint/Online> respectively.

Step 4: Resolution of Grievances

Easy endeavors to resolve all grievances to the satisfaction of the customers. In order to ensure fair resolution for the customer, the Regulator has set conditions for treating the grievances as closed. As per IRDAI regulations, a grievance shall be considered as disposed-off and resolved:

- When Easy has acceded to the request of the complainant fully. or
- Where the complainant has indicated in writing, acceptance of the response of the company. or
- Where the complainant has not responded to the Company within 8 weeks of the Company's written response.