
MONEDO FINANCIAL SERVICES PVT. LTD.

GRIEVANCE REDRESSAL POLICY

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GRIEVANCE REDRESSAL POLICY

Introduction

Monedo Financial Services Private Limited values all its customers and has put together this Grievance Redressal Policy (“The Policy”) for an effective resolution of all complaints between Monedo Financial Services Private Limited and its customers pursuant to the RBI Fair Practice Code for Non-Banking Financial Companies. This policy aims at an effective resolution of customer complaints through proper channelized approach, review mechanism and prompt redressal of all customer complaints. For the avoidance of doubt, this Policy is aimed at the resolution of any complaint or grievance which arises as a result of any gap in the promised and delivered service levels. This policy shall also apply to all queries and/or feedbacks from customers of Monedo Financial Services Private Limited.

Monedo Financial Services Private Limited welcomes complaints from customers in respect of its services with the aim of improving the quality of its products and services. Customers can communicate their complaints in writing to Monedo Financial Services Private Limited via email, calls, letters, visit to our customer support team based at our registered office (Details are mentioned on our website www.monedo.in).

The Grievance Redressal Policy at Monedo Financial Services is further aligned to the rights of persons with disabilities, guaranteed to them by the law and international conventions, namely the Convention on the Rights of Persons with Disabilities (CRPD), adopted by the United Nation 2006 and the Reserve Bank of India. Additionally, the Ethics Policy at Monedo Financial Services encompasses the mandatory obligation of all employees at Monedo to ensure our customers are treated equally. Therefore there shall be no discrimination due to race, religion, color, national origin, sex, age, disability, or veteran/military status.

Customers are advised to take advantage of the tiered escalation system provided by Monedo Financial Services Private Limited. We have put in place a robust structure to ensure that all complaints are resolved in a timely and effective manner.

Principles Governing This Grievance Policy:

1. Customer satisfaction is the objective of Monedo Financial Services Private Limited.
2. Prompt resolution of all complaints are essential for business growth.
3. Continuous development of mechanisms for the resolution of customer complaints/grievances.
4. The details of the grievance redressal system shall be displayed on Monedo Financial Services Private Limited’s place of business and on its website.

5. All employees of Monedo Financial Services Private Limited shall work in good faith and in the Customer's best interests.
6. The grievances/complaints will be dealt with within the stipulated time and Monedo Financial Services Private Limited undertakes that all customers shall be treated with courtesy.

Team's Training on Handling Complaints

Employees of Monedo Financial Services Private Limited undergo regular training to ensure that customers' complaints and grievances are resolved timeously in compliance with the relevant laws. All Monedo employees are trained on the overview of the CRPD and its guiding principles along with a detailed explanation of the directive by RBI dated January 27, 2011, concerning the equal treatment towards the physically/visually challenged applicants on grounds of disability. All employees are equipped with the knowledge and tools to create an inclusive, supportive, and accessible environment for all customers/applicants with disabilities without any discrimination.

Monedo Financial Services Private Limited is focused on prompt resolution of complaints and fostering of customer trust and confidence with its products and services. Monedo Financial Services Private Limited's intention is to improve customer experience at every point of interaction between us and the customers.

Updating Of Grievance Redressal Policy

At Monedo Financial Services Private Limited, we focus on customer experience and constantly analyse the complaints received through various mediums/channels. The system is built to ensure that we analyse the root cause of the problem in order to create a lasting solution. This guarantees continuous improvement in our service delivery.

Process Of Registering Complaints

We love to get feedback from our customers. We therefore advise customers to register their complaints following the tiered escalation system below.

Level-1:

If a customer has a complaint, we request the customer to:

- Write to us at care@monedo.in to submit your complaint.
- Business hours are between 10:00 AM to 07:00 PM IST, Monday through Friday (except national holidays).
- The Designated Officer of Customer Care will Classify the Request received as Query, Request or Complaint.

Acknowledgment

- An automatic acknowledgment message is sent to the customers via a system-generated response immediately or through a manual e-mail (if possible).
- The Customer support team will work on the complaint and initiate the appropriate action required to resolve it.
- The customer will be kept informed of the action taken and the progress of the resolution of the complaint.
- Turnaround times: Response to the complaint is provided within 24 business hours of receipt of complaint. Any follow-up question is answered within 48 business hours.

Customer Grievance Redressal Escalation: In case the customer is not satisfied with the resolution provided at Level 1, they may escalate the complaint to the next level as described below. We will ensure that the highest resolution priority is given to escalation cases.

Level-2:

Grievance Officer – Mrs. Sumita Almeida

Tel : +91 22 6817 3350

Email: grievanceofficer@monedo.in

Mailing Address: PO Box No. 17416, J B Nagar Post Office, Andheri (East), Mumbai – 400059

Registered address: 07th Floor, Part A, Corporate Centre Andheri, Kurla Road, Andheri East, Mumbai-400059, Maharashtra, India.

Turn-around times: Response to the complaint is provided within 36 business hours of receipt of complaint. Any response arising from our initial response is answered within 5 business days.

The Grievance Redressal Officer has to assign and confirm the classification provided by the Designated Officer of Customer Care.

Notwithstanding the content of levels 1 and 2 above, Monedo Financial Services Private Limited undertakes that all complaints from its customers shall be resolved within a period of 30 days from the day the complaint is made.

We encourage all our customers to follow the above given levels while raising their complaints to ensure prompt and timely resolution of their complaints.

In case the customer is not satisfied with the resolution provided by Monedo Financial Services Private Limited or in the event that the complaint is not resolved within one

month of the complaint being made, they may contact the officer-in-charge of the Regional Office of the Department of Non-Banking Supervision (DNBS) of the RBI, below are the contact details:

Officer-in-charge,
Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India,
Central Vista, Sector 17, Chandigarh - 160 017

Email: dnbsmro@rbi.org.in