

GRIEVANCE REDRESSAL POLICY

KLM Axiva Finvest a Non banking Finance company conducting its business in a transparent and fairly manner keeping high levels of honesty and integrity in business dealings with our customers. Reserve Bank of India issued guidelines to NBFCs to have a proper grievances redressal mechanism within the organization to resolve the customer grievances and complaints. Based on this our company also formulated a grievances redressal policy which explains the system and procedure of receiving and disposing of the customer grievances relating to the products and services offered by company. The policy is formulated in such a way to deal with customer complaints in a fair and transparent and unbiased manner. Policy also applicable to various business activities conducted by company like gold loans, SME, Money exchange and Insurance. The purpose of the policy:

1. To provide best service to the customers by treating them fairly and without bias.
2. To resolve the complaints raised by customers with courtesy in a timely manner.
3. To provide escalate mechanism so that the customers have alternate remedies if they are not satisfied.
4. To ensure employees work in good faith in accordance with interest of customers.
5. To provide recommendations and suggestions to improve service to the customers.

Grievances Redressal Process

The customers who wish to file a complaint can submit the complaint to the company through following ways in all working days between 9.30 AM to 5.30 PM.

- a) Register the complaint by writing directly in the complaint register maintained at branches.
- b) Hand over the written complaint directly at branch or Regional/Zonal office and get it acknowledged.
- c) Customers can mail their complaint to their concerned branches or to regional offices.
- d) Customers can also send or submit their complaints directly at company corporate office at KLM Axiva Finvest Limited, KLM Grand Estate, Bypass Road, Edappally, Ernakulam, Kerala - 682024.
- e) Complaint can also be mail to customer grievances redressal department at corporate office mail Id: grievances@klmaxiva.com

Customers normally approach branches for their grievances redressal. As such all-KLM Axiva branch Managers and Regional managers are capable enough and responsible for handling grievances. They will be the first line contact for grievances redressal.

Offices up on receipt of the complaint an acknowledgement with complaint number and details of the designated officer who deals the complaint should be handed over it the customer. Within seven days the company shall provide necessary clarification on matter cited in the complaint. In case of any delay the company should inform the customer about reasons for delay and expected time for resolution of such complaint. The company also ensures to maintain a record of complaints/grievances lodged and its redressed details in chronological order.

Escalation Matrix

In case customer does not receive any response within 15days or not satisfied with the response/Clarification given by the branch/ Zonal/Regional Office, the customer can escalate the grievances/Complaints by letter addressed to the Grievances redressal Officer, KLM Axiva Finvest Limited, KLM Grand Estate, Bypass Road, Edappally, Ernakulam, Kerala - 682024 or through mail to grievances@klmaxiva.com.

Nodal Officer

Mr. Praveen Kumar
Senior manager (Operations)
KLM Axiva Finvest Limited,
KLM Grand Estate, Bypass Road,
Edappally, Ernakulam, Kerala - 682024
Tel: +91- 0484 428 1156
Email Id: Praveen.kumar@klmaxiva.com

Principal Nodal Officer

Ms. Minni Sajan
General Manager,
KLM Axiva Finvest Limited,
KLM Grand Estate, Bypass Road,
Edappally, Ernakulam, Kerala – 682024
Tel: +91-484-428-1116
Email Id: pno@klmaxiva.com

Ombudsman Scheme

The Company has adopted the Reserve Bank - Integrated Ombudsman Scheme, 2021 as notified by RBI on November 12, 2021. If the customer does not receive any reply within one month of date of Complaint or is not satisfied with the response provided by KLM Axiva Finvest Limited he/she can also file a complaint with the Ombudsman under the Reserve Bank Integrated Ombudsman Scheme, 2021 not later than one year from date of receipt of response. Company appointed Nodal Officer, who shall be responsible for representing KLM Axiva Finvest and furnishing information to the Ombudsman in respect of complaints filed.

The complaint may be lodged online through the portal designed for the purpose (<https://cms.rbi.org.in>).

The complaint may also escalate to the Ombudsman, Reserve Bank of India, Bakery Junction, P.B. No. 6507, Thiruvananthapuram - 695 033.

Display of Information

Each branch/Offices of KLM axiva finvest limited shall prominently display the Grievances redressal mechanism, Name of the Nodal officer/Principal Nodal Officer appointed by the Company as well as the details of the Regional Office of the Reserve Bank of India under whose jurisdiction the Company is registered.

Review Mechanism

After examining each complaint/grievances received, the company shall inform the customer a final response or explanation. Company management analyses the complaints and redressal data in regular intervals.

- a) To formulate standard response and corrective action to reduce the number of complaints.
- b) To evaluate the customer complaints received and to make necessary changes in standard of service for reduction of such complaints.
- c) For Ensuring the TAT for closure of complaints.

In case any amendments/clarification, the policy shall amend accordingly from the effective date specified as per management decision. The company reserve right to alter, modify, add, delete or amend any of the provisions in the policy.

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- Reviewed by the Board of Directors on November 08, 2022;
 - Reviewed by the Board of Directors on June 27, 2024.
 - Revised by the Board of Directors on February 13, 2026.