



GRIEVANCE REDRESSAL POLICY

(Reviewed and Approved by the Board of Directors on November 08, 2022)

KLM Axiva Finvest Limited, a Systemically Important Non Banking Financial Company (NBFC) 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 Grievance 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, transparent and unbiased manner. Policy is also applicable to various business activities conducted by company like gold loans, SME, Money exchange and Insurance.

The purpose of the policy is: -

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 on all working days between 9.30 A.M to 5.30 P.M. as under:

- a) Register the complaint by writing directly on 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 sent or submit their complaints directly at Company Corporate office at KLM Axiva Finvest, V M Plaza, Palarivattom, Kochi.
- e) Complaint can also be sent by mail to Customer Grievance Redressal Department at Corporate Office at GrIevances@klmaxiva.com.

Customers normally approach branches for their grievance redressal. As such, all KLM Axiva Branch Managers and Regional managers are capable enough and responsible for handling grevances. They will be the first line contact for Grievance Redressal.

The concerned offices, upon the receipt of a complaint, an acknowledgement mentioning the complaint number and details of the designated officer, who deals with the complaint shall be handed over to the customer. Within seven days, the company shall provide



necessary clarification on the matter cited in the complaint. In case of any delay, the company should inform the customer about the reasons for delay and expected time for resolution of such complaint. The company shall also ensure to maintain a record of complaints/ grievances lodged and its redressed details in chronological order.

In case customer does not receive any response within the stipulated time or is not satisfied with the response/clarification given by the branch, the customer can escalate the grievance/complaint by letter addressed to the Grievances Redressal Officer, KLM Axiva Finvest Ltd, VM Plasa, Palarivattom, Kochi or through mail to grievances@klmaxiva.com. After examining the complaints/grievances received, the company shall inform the customer, a final response or explanation.

Company management shall analyse 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 turnaround time (TAT) for closure of complaints.

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

