



Grievance Redressal Policy of Friends Capital Services Ltd.

Grievance Redressal Policy

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Friends Capital Services Limited/ Grievance Redressal Policy

1. Objective of Grievance Redressal Policy

Proactive Customer service delivery and customer delight is a key differentiator of the Company. Customer complaints constitute an important voice of customer, and this Policy aims at laying down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

As per fair practices code followed by Company, FCSL needs to have a Grievance Redressal Policy/Mechanism which should be approved and mandated by the Board of Directors.

The Company's Grievance Redressal Policy fulfils the following principles:

- To provide the best customer service support by adhering to laid down procedure; →
- To comply with the regulatory guidelines as required for this function.

2. Definitions

Grievance/Complaint: A "Grievance/Complaint" is an expression of dissatisfaction with a product or service, either orally or in writing, from a customer. A customer may have a genuine cause for complaint, although some complaints may be made as a result of a misunderstanding or an unreasonable expectation of a product or service.

3. Grievance Redressal Mechanism

In order to effectively understand and address customer grievances, the Company shall open multiple channels of communication. These modes will be adequately displayed on the notice board of the branch. These channels are:

- (1) Designated officer as may be identified by the senior management in each of its Branch Offices as the Grievance Redressal Officer. Such officer will be responsible for receiving and managing grievances originating at their Branch Office.



(2) Customers can drop their grievances/complaints/suggestions at the Drop Box available at the branch offices.

(3) Any aggrieved customer can also register their complaints/grievances at company's Customer Care Number +91 – 74599 62906 / 8009450100 duly printed at back side of every pass book issued to them. The details of company's Customer Care Number is also displayed at every branch offices.

(4) If a customer not able to reach to any of our offices can also send his/her complaint or grievance or suggestions by writing or email to:

**Customer Service Department,
Friends Capital Service Ltd,
Plot No. A-23, Patkar Puram Colony,
Gate No. 1, Gilat Bazar, Varanasi – 221002, U.P.
Email Id: friendscapital@fcsl.co**

Customer Grievance Redressal Time Frame:

Any customer complaint or grievance shall be duly acknowledged and promptly responded by the company within a reasonable period of time not exceeding 30 days. In case, no response has been provided to the customer within the stipulated time period, a customer should escalate his/her complaint to the following escalation matrix.

In addition to the above, a robust escalation matrix has been set up as under:

(A) If any customer is not satisfied with the resolution provided by the Grievance Redressal Officer at the Branch Office or not satisfied by the response sent by the Grievance Redressal Officer, then escalation can be made to:

**Head, Field Operations & Customer Service
Friends Capital Service Ltd,
Plot No. A-23, Patkar Puram Colony,
Gate No. 1, Gilat Bazar,
Varanasi – 221002, Uttar Pradesh
E-mail: rpsingh@fcsl.co**

(B) In case the customer is not satisfied by the response provided by Head Customer Service, or in case the grievance is not redressed within a period of one month from the date of its first submission, then s/he can also write to:

**Officer- in- Charge
Reserve Bank of India,
Department of Non-Banking Supervision,
16/82, A-5, Mall Rd, Near Wescott School,
Officers Quarters, Civil Lines,
Kanpur-2018001,U.P**



4. Systems for Resolution of Grievances

At FCSL we will invest in the best in class Customer Redressal Mechanism (CRM) system to ensure timely resolution of the grievances. The system captures the complaints; follows TATs on the basis of the nature of the complaints and escalates issues on the basis of predefined TATs and as per the escalation matrix.

Once such complaints/grievances received, the Customer Care team is responsible for resolution of complaint/grievance to the customer's satisfaction. Every attempt is made to offer the customer suitable and appropriate alternate solutions wherever possible. However if the customer continues to remain dissatisfied with the resolution, he can escalate the issue through the grievance redressal mechanism as referred above.

5. Internal Review and monitoring of Grievances

Periodic review of monitoring of complaints, TATs, nature of complaints is done to ensure that process loopholes if any are plugged and trends are checked.

6. Review of Policy

A consolidated report of periodical review of compliance of fair practice code and functioning of the grievances redressal mechanism at various levels of management shall be submitted to the Board/Committee of Directors at annual intervals. The reviews shall consider the following:

- a) Internal factors such as changes in organisational structure or products or services offered;
- b) External factors such as changes in legislation or technological innovation;
- c) The overall performance of the complaint management system, and
- d) The results of audit, if any conducted during the year by internal / external auditors.

The policy would be available on Company's website and at all branches. All employees of the Company will be made aware of this policy.
