



Grievance Redressal Mechanism

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Revision History

Para #	Version	Particulars	Revision Date	Updated By	Approved By
1	1.0	Updated the reference & contact details of the Grievance Redressal Officer at Vivifi	2018-09-21	Chirag Sahni	Patrick Kishore
2	1.2	Updated the Address of the Grievance Redressal Officer at Vivifi	2020-09-19	Abhijit S	Patrick Kishore

1. INTRODUCTION

Vivifi India Finance Pvt Ltd. is a Non-Banking Financial Company registered with the Reserve Bank of India (RBI).

As per extant guidelines of RBI, all NBFCs should ensure that a suitable mechanism exists for receiving and addressing complaints from its customers / constituents with specific emphasis on resolving such complaints fairly and expeditiously regardless of source of the complaints.

The company is engaged in the business of offering unsecured loans to customers. In order to address customer grievances while servicing customers, the Company formulates a suitable mechanism to address such requirements.

▪ **Brief description of the Policy**

The policy framework lays down requirements related to aspects of principle of grievance redressal, registration of complaints, escalation of complaints, resolution of complaints, periodic review of records.

▪ **Regulatory Requirements**

The Reserve Bank vide its circular dated September 28, 2016, issued guidelines on Fair Practices Code (FPC) to be adopted by all NBFCs while doing lending business and to formulate a Customer Grievance Redressal Policy as duly approved by the Board. VIVIFI has a Board approved grievance redressal process within the organization. Such a mechanism ensures that all disputes arising out of the decisions of lending institution's functionaries are heard and disposed of at least at the next higher level.

▪ **Grievance Assessment**

The policy stipulates the requirements related to registration of complaints, escalation of complaints, and resolution of complaints and periodic review of grievances redressal process.

▪ **Policy Review**

The Board shall review grievance redressal policy on annual basis or at earlier intervals, in case of any regulatory changes necessitating such interim reviews.

2. GRIEVANCE REDRESSAL POLICY

▪ Objective

The objective of the Grievance Redressal policy of the Company is to ensure fair and equal treatment to all its customers without any bias -irrespective of caste, creed, race, gender, special abilities – on all occasions

- ✓ The resolution of grievances is within defined Turn Around Time (TAT)
- ✓ The resolution process is accelerated with proactive interventions by the Grievance Redressal Committee to cause nil distress to the customers

▪ Principles of grievance Redressal

- ✓ Our customers will be provided with information on how to raise their grievances at our office over phone and on website.
- ✓ The process to raise a complaint / escalation / grievance would involve only relevant investigative questions without any kind of hassle to the customer.
- ✓ Resolutions would follow the simple principle of ensuring an effective resolution. The responses would be consistent with RBI guidelines at all times as applicable to reduce customer grievances.
- ✓ We remain quick and consistent at all times in providing necessary information or process requested by the customer.

▪ Registration of complaints

The Company enables its customers' to register complaints through multiple channels. The various channels available to customers are as follows: –

- ✓ Website(s): Online through the links indicated below or by directly contacting the **Grievance Redressal Officer**.
 - <https://www.flexsalary.com/complaints.php>
 - <https://www.vivifin.com/complaints.php>
- ✓ E-mail: Customers can send an email for redressal of issues to support@flexsalary.com or support@vivifin.com
- ✓ Registered / Corporate / Administrative Offices: Customers can speak to the officials-in-charge at the Company's offices for resolution of their issues or register their grievances at the Office Complaints Register.
- ✓ Grievance Redressal Officer: Customers can reach out directly to Grievance Redressal officer over phone and/or email which is provided in the below section.

- **Escalation of complaints**

Level 1:

The customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal Officer in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation / alteration of credit information. For the benefit of our customers, the contact details of the official who will deal with all grievances of customers in regard to their transactions with VIVIFI are given below:

Name: Prakash Rajan

Phone: +91-91211-96333

Address: 5-C Sanali Info Park, Road No 2 Banjara Hills, Hyderabad, Telangana 500 034

email address: prakash.rajana@vivifi.com

Level 2:

If the complaint is not resolved within 15 days, the customer shall complaint to the Chairman at his following email id: patrick.kishore@vivifi.com

Level 3:

If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI, under whose jurisdiction the registered office of VIVIFI falls.

General Manager,

Department of Non-Banking Supervision,

Reserve Bank of India,

6-1-56 Secretariat Road, Saifabad, Hyderabad – 500 034

dnbshyderabad@rbi.org.in

- **Policy Revision**

This policy is subject to revision based on the extant RBI guideline from time to time.