

# POLICY ON GRIEVANCE REDRESSAL



# CAPITAL

## **Exclusive Leasing and Finance Private Limited**

(Formerly known as Exclusive Leasing and Finance Limited)

CIN: U65921DL1984PTC018746

Regd. Off: 321 & 322, 3rd Floor, Narain Manzil Building, 23,  
Barakhamba Road, Connaught Place, New Delhi-110001

Tel: +91 9717623830

Website: [www.ezcapital.ins](http://www.ezcapital.ins)

<b>Version</b>	<b>Date of Approval/ Reviewal</b>
V.1	23/09/2022
V.2	21/03/2023
V.3	15/11/2023
V.4	07/02/2024
V.5	10/04/2024

## **(1) OVERVIEW**

Exclusive Leasing and Finance Private Limited, (“Company”) believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behaviour while dealing with its customers (“Customers”).

In compliance with the Master Direction – Reserve Bank of India (Non Banking Financial Company – Scale Based Regulation) Directions, 2023 issued by the Reserve Bank of India (“RBI”) on November 10,2023 as applicable to Non-Banking Financial Companies, for maintenance of an appropriate grievance redressal mechanism within the organisation to resolve the complaints and grievances of its customers, the Company has formulated this Grievance Redressal Policy (“Policy”) setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company (“Complaints”), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Company for providing such services on behalf of the Company.

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Company and/or the RBI.

The company is engaged in the business of Loan Against Property (“LAP”) with brand name as **EZ CAPITAL**. This policy is applicable (except Banking Ombudsman) for addressing complaints received from customers for LAP Business as well.

## **(2) PURPOSE**

The purpose of the Policy is to ensure that:

- a) the Customers are treated fairly and without bias, at all times.
- b) the Complaints raised by the Customers are dealt with courtesy and resolved in a timely manner.
- c) the Customers are informed of the avenues to escalate their Complaints within the
- d) Company.
- e) the Customers are informed of their rights so that they can opt for alternative remedies if
- f) they are not fully satisfied with the Company’s response or resolution to their Complaints.

## **(3) PROCESS OF GRIEVANCE REDRESSAL**

The Customers who have any Complaint, can follow the following process for its redressal:

**Customers who have any complaints can follow the below process to seek redressal through the following channels on any working day between 09:30 A.M. to 06:00 P.M.**

## **1. PRIMARY LEVEL**

In case of any grievances, customers are encouraged to address their concerns at any of the regional and branch offices of the company. Customers should submit their grievances in writing, and they have the option to do so in English, Hindi, or the vernacular language of the respective area. This ensures that all customers can communicate their issues clearly and receive appropriate assistance.

Email: [hello@ezcapital.in](mailto:hello@ezcapital.in)

Contact Number: 011 – 45576003 **OR**

### **Write to the Company at the following address:**

Exclusive Leasing and Finance Private Limited  
Registered Office: 321 & 322, 3rd Floor,  
Narain Manzil building 23,  
Barakhamba Road, Connaught Place,  
Central Delhi, New Delhi - 110 001

**Kind Attention: Customer Service Team**

## **1. SECONDARY LEVEL:**

In case, the Complaint is not resolved within 7 (Seven) working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer at the primary level, the Customer may escalate the Complaint to the **Grievance Redressal Officer** of the Company.

### **Contact Details of Grievance Redressal Officer:**

Name: Mr. Vishal Aggarwal

Designation: Sr. Operations - Manager

Contact Number: 011 – 45576003 (Extension 208)

Email ID: [vishal.aggarwal@ezcapital.in](mailto:vishal.aggarwal@ezcapital.in)

**Contact details of the Grievance Redressal Officer is available at all the regional and branch offices of the Company.**

## **2. TERTIARY LEVEL**

If the complaint remains unresolved or the customer is not satisfied with the decision of the Grievance Redressal Officer, they may further escalate the grievance in writing to the Chief Risk Officer for redressal. The Chief Risk Officer will address the complaint within fifteen (15) days from the date of receipt.

Name: Mr. Rajev Adlakha

Designation: Chief Risk Officer

Email id: [rajev@ezcapital.in](mailto:rajev@ezcapital.in)

If the complainant is not satisfied with the Chief Risk Officer decision, they may appeal in writing to the Reserve Bank of India

### **3. APPEAL TO RESERVE BANK OF INDIA**

If the complaint/dispute is not redressed within Thirty Days (30 Days), the customer may appeal to the

#### **The Officer-in-Charge of the Regional Office**

Reserve Bank of India  
Department of Non-Banking Supervision  
6, Sansad Marg, Sansad Marg Area,  
New Delhi, Delhi 110001

A consolidated report of periodical review of compliance of fair practice code and functioning of the grievances redressal mechanism at various levels of management may be submitted to the Board of Directors/ Committee of Directors at regular intervals as may be prescribed by it.

The Company will safeguard personal information of clients, only allowing disclosures and exchange of such information to others who are authorized to see it, with the knowledge and consent of clients.

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### **(4) REDRESSAL OF THE COMPLAINTS**

- a) The Customers are advised to file the Complaint by furnishing complete details of the same to the Company in any of the modes given at para 3.
- b) Upon receipt of the Complaint by the Company, the acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer within 3 (Three) working days from the date of receipt of such Complaint.
- c) The Company shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint maximum time period of 30 (Thirty) working days from the date of receipt of such Complaint.

- d) In case any additional time is required for resolution of the Complaint, the Company shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.
- e) The Chief Executive Officer and the Head of Operations of the Company shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.

#### **(5) PROCESS OF GRIEVANCE REDRESSAL - CORPORATE AGENT:**

The EZ Capital is committed to enhancing its grievance redressal mechanism to ensure timely resolution of grievances raised by policyholders/customers regarding their insurance policies, in accordance with the timelines prescribed by the Regulations. The Authority will be kept informed about the number, nature, and other particulars of complaints received from clients as specified by the Authority.

Under the grievance redressal mechanism, customers will have the option to approach any of the EZ Capital Branch offices or call centers to register a complaint.

Key provisions of the mechanism include:

- ❖ All complaints will be recorded in the complaints system/register, and customers will receive due acknowledgment if complaints are submitted in writing.
- ❖ Personnel across the EZ Capital who directly or indirectly interact with customers will receive training to handle insurance-related complaints effectively.
- ❖ Complaints will be reviewed and, if necessary, investigated suitably and adequately.
- ❖ Customers will receive a timely response with review or investigation findings, along with information regarding the escalation matrix. If unsatisfied with the EZ Capital response, customers can approach the Ombudsman.
- ❖ Complaints will be addressed at the appropriate senior level within the EZ Capital for timely and proper resolution.

#### **Resolution of Grievances – Internal Machinery and Time Frame:**

##### **Offline At Branch Level:**

- Customer care representatives and Branch Managers will be responsible for resolving complaints/grievances related to customer service at the branch level.
- Complaints received in writing will be acknowledged immediately, and resolution will be sought within 5 working days. If there are delays, customers will be informed promptly, often due to the involvement of insurance companies in resolving the complaint.

**Contact details of Grievance Redressal Officer:**

Name: Mr. Raj Kumar  
Designation: Executive  
Contact Number: +91 – 77400-76159  
E-mail ID: [raj.kumar@ezcapital.in](mailto:raj.kumar@ezcapital.in)

**At Regional Level:**

➤ If the Branch Manager deems it unfeasible to resolve the issue locally, it may be escalated to the Regional Nodal Officer at the Regional Office.

**At Head Office Level:**

➤ If the Regional Service Quality Manager determines that resolution is not possible at the regional level, the matter may be referred to the Principal Nodal Officer. Final responses or explanations for delayed responses will be provided within 14 days of receiving the complaint.

**Contact details of Principal Nodal Officer:**

Name: Mr. Akash Abrol  
Designation: AVP-Operations  
Contact Number: +91 97808-65656  
E-mail ID: [akash@ezcapital.in](mailto:akash@ezcapital.in)

**Grievances Escalation System:**

If a customer does not receive a reply within 30 days or is unsatisfied with the response received, they can escalate the matter to the RBI/IRDAI or any other relevant appellate authority.

**(6) GENERAL**

Notwithstanding anything contained in this Policy, the Company shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Company from time to time.

**(7) REVIEW**

- a) This Policy is subject to review by the board of directors of the Company as and when deemed necessary. The board of directors of the Company shall annually review the functioning of the Grievance Redressal Mechanism.
- b) This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regard to maintenance of an appropriate Grievance Redressal

Mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.

**(8) DISCLOSURE**

(6) This policy shall be uploaded on the website of the Company at [www.ezcapital.in](http://www.ezcapital.in)

