



Grievance Redressal Mechanism

Version History

Version#	Particulars	Date	Approved by
1.0	Updated the reference & contact details of the Grievance Redressal Officer at Vivifi	2018-09-21	Board of Directors
1.2	Updated the Address of the Grievance Redressal Officer at Vivifi	2020-09-19	Board of Directors
1.3	Updated the Nodal Officer details and Level 2 Escalation at Vivifi	2022-09-08	Board of Directors
1.4	Updated the address of the Grievance Redressal Officer at Vivifi	2022-12-05	Board of Directors
1.5	Updated Resolution of Complaints section	2023-02-14	Board of Directors
1.6	Updated according to RBI – IOS 2021	2023-05-25	Board of Directors
1.7	Updated regulatory references under Introduction section & version history	2023-09-12	Board of Directors
1.8	Updated resolution of complaints section	2024-01-25	Board of Directors

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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.

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

2 Grievance Redressal Policy

2.1 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, or special abilities – on all occasions.

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

2.2 Principles of Grievance Redressal

- Our customers will be provided with information on how to raise their grievances at our office over the phone and on the 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.
- We strive to maintain a high degree of compliance and our GRM SOP has been in line with the requirements of Reserve Bank Integrated Ombudsman Scheme, 2021.

2.3 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 Desk.

<https://www.vivifin.com/complaints.php>

- E-mail: Customers can send an email for redressal of issues at 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/Nodal Officer: Customers can reach out directly to the Grievance Redressal officer over the phone (+91-91211-96333) and/or email to prakash.rajan@vivifin.com as mentioned in the below section.

2.4 Escalation of complaints

- Level 1:

The customer may register his/her query/ complaint to the Company which shall be addressed to the Nodal Officer/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

Email: prakash.rajana@vivifi.com

Address: Unit A, 9th Floor, MJR Magnifique, Survey No 75 & 76, Khajaguda X Roads, Raidurgam, Hyderabad, Telangana - 500008

- Level 2:

If the complaint is not resolved within 15 days, the customer shall complain to the Director at his following email id: srinath@vivifi.com

- Level 3:

In case of the complaint/dispute is not responded within a period of 30 days from the date of written complaint. The customer may appeal to the designated Banking Ombudsman, Reserve Bank of India under whose jurisdiction the registered office of VIVIFI falls under:

Shri Chinmoy Kumar

C/o Reserve Bank of India

6-1-56, Secretariat Road

Saifabad, Hyderabad-500 004

STD Code: 040 Tel. No. 23210013

[Click here to lodge complaint](#) (Or customer can submit a written complaint to the above address in the standard format prescribed here with this policy under Section 3: Annexure)

Note: Please note that before approaching the Ombudsman, it is mandatory to first file the complaint with Vivifi. Only in the event of non-receipt of reply, within 30 days from the lodgment of the complaint, from

Vivifi or if the complaint is rejected wholly or partially by Vivifi, the complaint can be registered with the Ombudsman.

2.5 Resolution of complaints

- Any customers / applicants are advised to file their queries by furnishing complete details of the same to Vivifi as guided above under 'Registration of complaints' section.
- Vivifi will provide with acknowledgement of complaint registration with appropriate TAT's within 2 business days from the date of query registration through Vivifi complaint management system (VCMS).
- Vivifi shall provide closure confirmation for the registered query within 1 business day from the date of closure action on VCMS.
- Vivifi shall provide the necessary clarification/justification with respect to the Complaint if needed, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint within 30 (Thirty) working days from the date of receipt of such Complaint per defined escalation matrix.
- In case of additional time is required for resolution of the Complaint in exceptions scenarios, Vivifi shall inform the customer about the requirement of such additional time along with expected timelines for the resolution of such complaint.
- Vivifi does not discriminate against customers or potential customers including customers or potential customers who are physically/visually challenged and is committed to provide comprehensive support to all customers or potential customers including customers or potential customers who are physically/visually challenged and approach us with any concern(s). We will provide the required assistance to such customers to ensure that their grievances are addressed promptly towards resolution. The Company is also committed to providing training to its employees at all levels regarding the rights and entitlements held by the person with disabilities as per the applicable law in India and other relevant international conventions.
- A record of all Complaints filed by the Customers and the response or resolution provided by the Vivifi shall be maintained by the Vivifi as per the Company's in a format approved by the Board of Directors of the Company.

2.6 Grievance Assessment

The policy stipulates the requirements related to registration of complaints, escalation of complaints, resolution of complaints, and periodic review of grievance redressal process half yearly / quarterly.

2.7 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.

2.8 Policy Revision

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

3 Annexure

FORM OF COMPLAINT (TO BE LODGED) WITH THE OMBUDSMAN

[Clause 11 (2) of the Scheme]

(TO BE FILLED UP BY THE COMPLAINANT)

All the fields are mandatory except wherever indicated otherwise.

To The Ombudsman

Madam/Sir,

Sub: Complaint against <Place of RE's branch or office> of <Name of the RE>

Details of the complaint:

1. Name of the complainant
2. Age (years).....
3. Gender.....
4. Full address of the complainant
.....
.....
.....
.....
Pin Code
- Phone No. (if available).....
Mobile Number.
E-mail (if available)
5. Complaint against
(Name and full address of the branch or office of the Regulated Entity)
.....
.....
.....
.....
Pin Code
6. Nature of relationship/account number (if any) with the Regulated Entity
.....
.....
7. Transaction date and details, if available
.....
.....
 - (a) Date of complaint already made by the complainant to the Regulated Entity
(Please enclose a copy of the complaint)
.....
.....
 - (b) Whether any reminder was sent by the complainant? Yes/No
(Please enclose a copy of the reminder)

.....
.....

8. Please tick the relevant box (Yes/No)
Whether your complaint:
- (i) is sub-judice/under arbitration? **Yes / No**
 - (ii) is made through an advocate, except when the advocate is the aggrieved party? **Yes / No**
 - (iii) has already been dealt with or is under process on the same ground with the Ombudsman? **Yes / No**
 - (iv) is in the nature of general complaint/s against Management or Executives of a Regulated Entity? **Yes / No**
 - (v) is on account of a dispute between Regulated Entities? **Yes / No**
 - (vi) involves employer-employee relationship. **Yes / No**

9. Subject matter of the complaint
.....
.....

10. Details of the complaint:
(If space is not sufficient, please enclose a separate sheet)
.....
.....
.....
.....
.....
.....
.....
.....
.....

11. Whether any reply has been received from the Regulated Entity within a period of 30 days of receipt of the complaint by it? **Yes / No**
(if yes, please enclose a copy of the reply)

12. Relief sought from the Ombudsman
.....
.....
.....
(Please enclose a copy of documentary proof, if any, in support of your claim)

13. Nature and extent of monetary loss, if any, claimed by the complainant by way of compensation
(Please refer to clauses 15 (4) & 15 (5) of the Scheme)

Rs.....
.....

14. List of documents enclosed:

Declaration

- (i) I/We, the complainant/s herein declare that:
 - a. the information furnished above is true and correct; and
 - b. I/We have not concealed or misrepresented any fact stated above, and in the documents submitted herewith.
- (ii) The complaint is filed before the expiry of a period of one year reckoned in accordance with the provisions of clause 10 (2) of the Scheme.

Yours faithfully,

<Signature of the Complainant/Authorized Representative>

AUTHORISATION

If the complainant wants to authorize a representative to appear and make submission on her/his behalf before the Ombudsman, the following declaration should be submitted:

I/We hereby nominate Shri/Smt..... as my/our authorized representative whose contact details are as below:

Full Address

.....
.....
.....
.....

Pin Code
Phone No:.....
Mobile Number.
E-mail

(Signature of the Complainant)