


# CUSTOMER GRIEVANCE REDRESSAL POLICY

of

NAVI FINSERV PRIVATE LIMITED

(Formerly Known as Chaitanya Rural Intermediation Development Services Private Limited)



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| Version No                        | CGR/2.1/2020-21  |
| Originally adopted Date of Policy | 30 <sup>th</sup> Apr 2016  |
| Amended/Modified Date of Policy   | 18 <sup>th</sup> February 2021   |
| Policy owner                      | CEO  |
| Approved by                       | Board of Director  |
| Signature                         |  |

Reference: RBI/2015-16/16 DNBR (PD) CC.N0.54/03.10.119/2015-16 dated 1<sup>st</sup> July 2015



## Navi Finserv Grievance Redressal Procedure

Customer First is a core value at Navi Finserv Private Limited. The Customer Grievance Redressal Policy reflects the core value of the company and incorporates the guidelines on the same by the regulator. The Procedure is designed to ensure that all customer complaints are given utmost importance and addressed at the earliest and comprehensively.

The Company has put in place a best in the class Customer Relationship Management (CRM) system to ensure timely responses and comprehensive tracking of customer grievances. Through the CRM system Customer Complaints are tracked based on nature of the query and complaints escalated based on pre- defined escalation matrix. The system also checks the adherence to the TAT prescribed in the policy.

The company has a systematic procedure for handling customer grievances. Every customer is given the support channel details on the app and all other communications channels like Email, SMS and also during welcome calls to new customers. Both the email and telephone channel are supported from 10 am to 5pm on all working days.

### **FIRST LEVEL:**

At the first level, if a customer has a complaint or grievance, the customer can contact the support team at:

- Phone - +91 80108 33333
- E-Mail: - [help@navi.com](mailto:help@navi.com)

Standard Response Time on these channels is 6 working hours for attending to the customer's concerned and 2 working days for resolution.

Every Request that is not satisfactorily resolved in the prescribed time and if the customer is not convinced of the need for an extension in the time frame needed for resolution the complaint may be escalated to the next level. The Customer can request for an escalation through phone call on the numbers indicated above or write an email to the next level of escalation, indicated below.

### **SECOND LEVEL:**

At the second level, the customer can contact the Grievance redressal Officer's Mailbox below. The Grievance Redressal officer shall undertake to resolve the grievance within a period of (7) seven working days from the date of receipt of Grievance.

Queries handled by:

Name - Shikha Gupta  
Designation- Customer Support Manager  
Head Office Address – Navi Finserv, Koramangala 3<sup>rd</sup> Block, Bangalore  
Email - [Grievance@navi.com](mailto:Grievance@navi.com)

### **THIRD LEVEL:**

If the customer does not receive a response or is not satisfied with the response by the Grievance Redressal officer within (10) ten working days, the customer can contact the Nodal Officer of the company on the mailbox below. The Nodal Redressal officer shall undertake to resolve the grievance within a period of (7) seven days from the date of receipt of complaint.



Queries handled by:

Name – Riya Bhattacharya

Designation- CEO

Head Office Address – Navi Finserv, Koramangala 3<sup>rd</sup> Block, Bangalore

Email – [Nodaloffice@navi.com](mailto:Nodaloffice@navi.com)

#### **FOURTH LEVEL:**

If complaint is not addressed within a total of 15 working days, the customer can approach Reserve Bank of India.

Address:

General Manager

Department of Non-Banking Supervision (DNBS)

Reserve Bank of India

Nrupathunga Road

Bangalore -560001

Email: [dnbsbangalore@rbi.org.in](mailto:dnbsbangalore@rbi.org.in)

#### **FIFTH LEVEL:**

#### **RBI OMBUDSMAN SCHEME FOR NBFCs – 2018**

If reply is not received from the NBFC or customer remains dissatisfied with the reply of the NBFC, then one month after filing the Complaint/ Grievance, the customer may approach the Ombudsman created under the “Ombudsman Scheme for Non-Banking Financial Companies, 2018”, by Reserve Bank of India.

After lapse of 30 days of filing in any of the channels above, if no Response is received for the Grievance / Complaint or the Response /Redressal is not to the satisfaction of the Customer , he/she may escalate the issue to a higher level for Redressal.

While It is not necessary that the customer should follow the steps in the above-mentioned sequence it is suggested that the customer follow the escalation matrix.

Address:

Reserve Bank of India

Fort Glacis, Chennai - 600001

Telephone No: 044 - 25395964

Fax No: 25395488

Email: [cms.nbfcochennai@rbi.org.in](mailto:cms.nbfcochennai@rbi.org.in)

#### **Amendment / modification of Policy:**

Board reserves the right to amend/modify this policy as and when deemed fit and proper, at its sole discretion.

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