

Mechanism for complaints/grievances resolution

To effectively understand and address customer grievances, the Company shall provide multiple channels of communication.

These channels are:

Complaint in Person

A customer can lodge a complaint in person at the corporate office, registered office or any other offices/branches of the company at any day with the customer service team.

We aim at providing hassle free concern resolution. Hence for us, every day is a grievance redressal day.

Complaint forms will be provided at all branches & offices and will also be available on the Company's website.

The complaint shall be lodged during the working hours i.e. from 11 A.M. to 5 P.M. from Monday to Friday (except Public holidays), by submitting complaint form and obtaining an acknowledgement for the same from our customer service team.

A customer can also lodge a complaint in the complaint register maintained at the corporate offices of the Company or at any company outlets during the working hours mentioned above. Customers may intimate the Company of their queries/ complaints in the complaint register, along with their registered e-mail address/ mobile number.

MAFS shall endeavour to send an acknowledgment to the customer of the complaint within a period of three working days from the date on which the complaint was registered.

Complaints through the Customer Care Number

The Company has a dedicated phone number viz. 1800 209 9180 where the customers can lodge their complaints with the customer service teams. Customers will be identified by their registered e-mail address or mobile number.

Whenever a complaint is lodged via the Customer Care Number, the customer shall receive confirmation on the registered e-mail or mobile number confirming acknowledgement of his/ her complaint.

Complaint through email/ post

The Company has a dedicated e-mail address (mcare@miraeassetfin.com) , and the same would be displayed on the Company's website, for receiving customer complaints/ queries. Complaints received by e-mail shall be acknowledged by a confirmation to the customer's registered e-mail/ mobile number.

Customers can submit their complaints by post at the following address:

10th Floor, Gigaplex Building No 9,
Raheja Mindspace, Airoli Knowledge IT Park Road,
Airoli, Navi Mumbai - 400708.

On receipt of the complaint, the company shall issue an acknowledgement with reference number on the registered e-mail and the mobile number of the customer.

Complaint through website

Customers will be able to register their complaints/ queries through the Company's website by providing the full details of the complaints.

On registering the complaint, the customer shall receive an immediate acknowledgement on the screen, followed by an acknowledgement with reference number by way of text or an e-mail on the registered mobile number/ e-mail address.

Anonymous complaints will not be addressed in terms of this Policy.

Complaint to Grievance Redressal Officer

The Company has displayed the name of the grievance redressal officer (Mr. Govind Lalwani), his e-mail address (grievance@miraeassetfin.com), for receiving customer complaints/ queries. Complaints received by e-mail/ telephone shall be acknowledged by a confirmation to the customer's registered e-mail/ telephone.

Time frame with the escalation matrix for various natures of complaints is given below:

Level of Escalation	Official to be approached	Turnaround time for resolution from the date of receipt of the first complaint from the customer
First	Service Representative Officer (mcare@miraeassetfin.com)	8 (eight) working days
Second	Grievance Redressal Officer (grievance@miraeassetfin.com)	12 (twelve) working days
Third	Chief Grievance Redressal Officer (cgo@miraeassetfin.com)	30(thirty) days

Notwithstanding the above, all complaints shall be resolved within 30 (thirty) days from the date of receipt of the complaint/ query from the customer in the first instance. If a case requires additional time, the Company or the concerned grievance redressal representative will inform the customer the reasons of delay in resolution within the timelines specified above and provide regular updates on the progress of the resolution and the expected timelines for the resolution of the complaint.

If the customer's complaint/ dispute is not redressed within a period of 30 (thirty) days from date of receipt of complaint by the aforementioned officers, the customer may file an appeal with the Officer-in-Charge of the Regional Office of Department of Non-Banking and Supervision of RBI, whose contact details are provided hereunder:

Centralised Receipt and Processing Centre,
4th Floor, Reserve Bank of India,
Sector-17, Central Vista,
Chandigarh - 160017

E-mail address: dnbsmro@rbi.org.in or cms.nbfccomumbai@rbi.org.in

The customers can also file their complaints on the Complaint Management System ("CMS") launched by the RBI. CMS is an online portal which is a single window for customer complaints relating to banks and NBFCs. The web address of the online portal is: <https://cms.rbi.org.in>.

Ombudsman Scheme

Alternatively, if a reply is not received within, one month from the Company or the customer is dissatisfied with the response of the NBFC (+) If customer has not approached any forum, the customer may file a complaint with NBFC Ombudsman (not later than one year after the reply from NBFC) on the following grounds:

- Cheques not presented or done with delay
 - Not conveyed the amount of loan sanctioned, terms & conditions, annualized rate of interest, etc.
 - Failure or refusal to provide sanction letter/ terms and conditions of sanction in vernacular language or a language as understood by the borrower
 - Failure or refusal to provide adequate notice for proposed changes in sanctioned terms and conditions in vernacular language or a language as understood by the borrower
 - Failure/ Delay in releasing securities documents on repayment of all dues
 - Levying of charges without adequate prior notice to the borrower
 - Failure to provide legally enforceable built-in repossession in contract/ loan agreement
 - RBI directives not followed by NBFC
 - Guidelines on Fair Practices Code not followed
- If the complaint is not redressed satisfactorily within 30 working days, customer may directly write to the office of Ombudsman of their respective region.