



LOLC India Finance Private Limited

**CUSTOMER GRIEVANCE REDRESSAL
POLICY & ESCALATION MATRIX**

Version 3.0

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1. Introduction

LOLC India Finance Private Limited (“the Company”/ “LOLC”) is registered as a NBFC- MFI with RBI. Pursuant to the requirement of the Fair Practices Code and applicable regulatory guidelines, the Board of Directors of applicable NBFCs are required to lay down the appropriate grievance redressal mechanism within the organization. We, at LOLC, believe that quick and effective handling of complaints as well as prompt corrective & preventive actions to improve product features and processes are essential to provide excellent customer service to all segments of customers.

Complaint handling is an important activity of any customer facing organization. A well planned and well executed complaints handling process delivers the following benefits:

- customer retention;
- organizational learning for product, services and processes improvement;
- improvement in profits and/or cost structures; and
- enhanced customer satisfaction

2. Objective

The document stipulates an effective and suitable mechanism for receiving and addressing complaints from customers with specific emphasis on resolving such complaints fairly and expeditiously regardless of the sources of the complaints.

The objectives of the policy are:

- All customers are treated fairly and in an unbiased manner/ without bias at all times
- To guide customers who wish to lodge a formal complaint and also provide guidance on the step by step procedure to be followed in case the customer is discontent/ unhappy with the response or resolution
- To enlist various types of modes through which customers can register complaints
- To create effective processes to respond to customer grievances/complaints
- To define escalation levels in case customer’s complaint is not addressed at all or was not addressed satisfactorily
- To define timelines for closure of complaints

3. Scope

The processes contained in this document are applicable to all branches, offices and locations of LOLC across the country and to all activities where there is an interaction with customers (including customer sourced through arrangements with service providers). The document contains two sections:

- Capturing grievances of the customers
- Resolving the customer grievances

4. Capturing Customer Grievances

It is endeavor of the Company to ensure customer satisfaction by following standard norms and practices, so that complaints from customers are minimized. The Company has also adopted ‘Fair Practices Code’ thereby setting standards for fair business and corporate practices while dealing with their customers.

Modes of Complaints:

In the case of deviation from standard norms and practices, and non-adherence to Fair Practices Code, customer has the following modes to capture the complaint:

- Customer Walk-in
- E-mail
- Letter
- Contacting the Grievance Redressal Officer
- Recognized Self Regulatory organizations – Sadhan / MFIN
- Complaints through Reserve Bank of India/ NBFC Ombudsman (if not resolved/ if the customer is not satisfied with the resolution given by the Company)

a. Visibility:

Information about how and where to complain would be publicized through a variety of service delivery points including display at branches/ offices at all location, website and welcome letters. Front-office staff should be aware of the complaint handling process and the contact details of the organisation's Customer Grievance Redressal Officer and modes through which the customer can register a complaint.

Contact details for registering complaints shall be displayed on the Notice board at each branch. Contact details of RBI Department office where the customer can appeal if complaint registered with the Company has not been resolved past 30 days or if the customer is not satisfied with the resolution shall also be displayed on the Notice Board at the branch and on website.

b. Accessibility:**i. Customer Walk-in:**

Customers can visit and lodge their complaint in any LOLC branch/ office. All branches will have a complaint register/ complaint/suggestion box. The customer can write down his/her complaint in the register or drop it in the box. The complaint/suggestion box can be accessed only by the designated officials.

Designated official/s have to attend the customer and try to resolve the problem at the branch level itself, if possible.

The official records the Complaint appropriately describing the nature of the complaint accurately. The complaint thus registered will flow to the Grievance Redressal Officer (GRO). Acknowledgement of complaint received will be given to customer by the official recording the same.

ii. E-Mail:

E-mail ID of GRO will be displayed on Company's official website/ branch notice board. Customers can write to this designated E-mail ID and lodge official complaint with the Company.

GRO will be in charge of all the complaints marked to this designated E-mail ID. On receipt of the e-mail, GRO will log the complaint in the Complaint Register/ Tracker. Complaint will be forwarded by GRO to the concerned person for resolution.

iii. Letter:

Customer also has an option of writing a letter addressed to GRO as per details given on website and published on branches/offices notice board.

The complaint will be directed by GRO to concerned branch or department for resolution and will be escalated to higher level in case of delay in resolution.

iv. Telephone Nos/Mobile Nos of GRO:

Customers can lodge a complaint by way of phone to the GRO on the numbers provided by LOLC.

The designated phone number will be displayed on the Company's website, branch/ office notice board, loan cards, factsheet etc.

The designated officials receiving the phone calls on the given numbers will politely address customer and will accept the complaint on phone. The designated official will capture the customer complaint in the Complaint Tracker/ Register. The complaint will be directed to concerned team for resolution.

v. Complaints received through Recognized SROs - MFIN / Sa-Dhan.

Customer can register his complaint on toll free number with MFIN 18001021080 or with Sa-Dhan (+91 11 47174400) if any complaint reported to the company has not been resolved within a period of 21 days from the date of lodging the complaint with the Company or if the customer is not satisfied with the resolution provided for complaint made by him/her.

vi. Complaints received through RBI DNBS:

Customer can register his complaint with the Officer-in-Charge of the Regional Office of DNBS (Department of Non-Banking Supervision) of RBI if any complaint reported to the Company has not been resolved within a period of one month from the date of lodging the complaint with the Company or if the customer is not satisfied with the resolution provided for complaint made by him/her.

The Ombudsman on behalf of the aggrieved customer will register the complaint with Compliance Cell/ GRO/ designated official of the Company.

The complaints should be acknowledged promptly (within T+1 day from the date of receipt of the complaint). Complete details of the case should be communicated in the correspondence.

The complaint should also be logged in the complaint register for record purpose.

GRO should investigate the matter and resolve the matter within the specified time line and the resolution should be communicated to the Ombudsman.

If the matter is complicated and GRO is not empowered to take decisions relating to the issue, then a detailed report giving an insight of the issue, addressing the inadequacies in the process or policy if any, suggesting/recommending appropriate solution to the problem must be submitted to one level higher- that is Director of the Company.

Based on the decision or remedy received from the decision making committee/official, appropriate action should be taken and the resolution of complaint should be communicated to the Ombudsman. Care should be taken that the issue is resolved within the TAT communicated. If there is a possibility of delay in resolving the matter, then the same should be informed to Ombudsmen along with the revised timeline.

vii. Customer Facing Personnel (Loan officers / Branch Manager / Operations team):**The key responsibilities of Customer Service personnel are:**

- Monitor resolution of customers' complaints within TAT of 7 days and do necessary follow-up with concerned officials. Escalate the complaint to higher level when needed
- Attend complaint/s forwarded by the Reserve Bank on priority basis. Forward the status to Compliance cell/ GRO on resolution of complaint/s.
- Maintain data base of complaints received and closed. Submit periodic report to the Grievance Redressal Officer (GRO) if there are complaints.
- Make suggestions to GRO for improvement in customer service quality by analyzing type of complaints received. Make suggestion for improvements in existing processes.

5. Customer Grievance Redressal Guidelines:

- It is extremely essential that all the complaints lodged should be efficiently, effectively and timely resolved.
- Complaints received from the customers through various channels will be first logged in the Complaint Register/ Tracker.
- The complaint will then be forwarded to appropriate person in concerned office/department/branch.
- Concerned official will understand the background of the issue; check the identity of the customer with that in the systems.
- If required, he/she will contact the customer to understand the exact problem or to gather more information. He will co-ordinate with other departments/ team if their assistance or intervention is required in resolving the issue
- Said official will resolve the issue, communicate resolution to customer. E-Mail needs to be sent to GRO forwarding resolution of complaint. Once the complaint is resolved, it will be closed in the Complaint Register/ tracker.
- TAT for resolution will be 7 days from receipt of complaints.
- If complaint cannot be resolved within 7 days, then Customer Facing personnel must respond to customer that his complaint is being investigated and that the Company will respond within next 7 days. It is necessary that GRO must be kept informed.

6. Escalation Matrix:**Level 1:**

If the customer is not satisfied with the resolution provided by official in the branch/ office of the company OR no response is received within 7 days, the customer could write to:

The Grievance Redressal Officer:

LOLC India Finance Private Limited,
Address: A-Wing, 310/ 311, Dynasty Business Park Commercial,
Andheri Kurla Road, Andheri East, Mumbai- 59
Mobile: 8655410866
Email to: customercare@lolcindia.com

Reply to the complaint will be given within 10 working days.

Level 2:

If the customer is not satisfied with the resolution provided, the customer may approach SROs at the following contact details:

MFIN: 18001021080
Sa-Dhan: [+91 11 47174400](tel:+911147174400)

Level 3:

If a reply is not received within a period of 30 days from the Company/ SROs or the customer is aggrieved by an act or omission of the Company resulting in deficiency in service (+) If customer has not approached any forum, the customer may file a complaint with Ombudsman (not later than one year after the reply from the Company)

A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.

Complaints can be filed online on <https://cms.rbi.org.in>.

Complaints can also be filed through the email at crpc@rbi.org.in or

sent in physical mode to:
'Centralised Receipt and Processing Centre,
Reserve Bank of India,
4th Floor, Sector 17, Chandigarh – 160017

Additionally, a Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) has also been set up. The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint.

The Company has displayed the grievance redressal escalation matrix / flowchart on its website, setting out the complaint lodging process, escalation mechanism and the hierarchy of officers responsible for handling customer grievances.

Summary of changes:

| Reference | Existing | Added/ removed |
|------------------------------------|--|---|
| Section 6 Escalation matrix | - | The Company has displayed the grievance redressal escalation matrix / flowchart on its website, setting out the complaint lodging process, escalation mechanism and the hierarchy of officers responsible for handling customer grievances. |
| | Details of Office-in-charge of the Regional Office of DNBS of RBI | Details of the Regional Office of DNBS of RBI have been removed from the grievance redressal framework under Section 6 and the Ombudsman details, provided under Section 7 have been incorporated into the escalation matrix under Section 6. |

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|-------------------------|---|
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