

# MAS FINANCIAL SERVICES LIMITED

## CONSUMER GRIEVANCE REDRESSAL POLICY



*The Power of Distribution*

## PROCEDURE FOR COMPLAINTS AND GRIVERANCES

The Consumer Grievance Policy at MAS Financial Services Limited (MFSL) has been formulated in line with the Master Direction for Non-Banking Financial Company - Systemically Important Non-Deposit taking Company and Deposit taking Company (Reserve Bank) Directions, 2016 with an aim to reduce customer dissatisfaction. This policy is aimed at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances.

The policy is based on the following principles:

- The customer shall be provided with information regarding the channels they can access to service their requirements and resolve their issues.
- Customers should be treated fairly at all times.
- All complaints are treated efficiently and fairly.
- Protect customers against fraud, deception or unethical practices
- Complains raised by customers are dealt with courtesy and resolved on time.
- Put in place a formal grievance redressal mechanism for customers
- Ensure speedy and efficient resolution of customer issues with adherence to basic principles of transparency and integrity
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with response of the branch to their complaints.

Mandatory display requirements:

- MFSL has formulated a Fair Practice Code which defines the practices and procedures for dealing with customers in a fair manner.
- All communication material, product brochures, product and process information is generally provided in English language. Wherever necessary local language and / or Hindi is used.
- MFSL customers can inform their grievance at the respective branch or at Head Office.
- MFSL has also displayed at each branch the escalation process for customer grievances along with contact details.

### Complaint Redressal Mechanism:

- The Customers would be required to send their queries/ disputes/ requests to the Branch Officers/ Customer Care Executives of the Company. The Branch Officers/ Customer Care Executives would then upload those queries/ disputes/ requests on the MAS ERP (i.e. on Companies' Computer based system). These queries would then be received and solved by the CRM department.
- In case, if the query requires to be further scaled up, then it would be taken in the hierarchy to the Customer Relationship Manager (CRM). The Customer Relationship Manager's contact details would be displayed at all the Branch Offices and also on the website of the company.
- If the queries are not resolved at this level, then the same could be referred to the Manager-CRM at:

Mr. Bharat Mori  
Manager- CRM,  
MAS Financial Services Limited  
4<sup>th</sup> Floor, Narayan Chambers,  
B/h Patang Hotel, Ashram Road,  
Ahmedabad-380009  
Call: 079 – 30016500  
Email: [mfsl@mas.co.in](mailto:mfsl@mas.co.in)

- If the customer's issue is not resolved even after contacting various complaint resolution channels, he/she can write to the Nodal Officer at:

To,  
The Nodal Officer,  
MAS Financial Services Limited  
6, Ground Floor, Narayan Chambers,  
B/h Patang Hotel, Ashram Road,  
Ahmedabad-380009

- All complaints that are partly or wholly rejected by the NBFC's internal grievance redress mechanism shall be internally directed to the internal ombudsman (IO) for a final decision within a period of three weeks from the date of receipt of the complaint.

The IO and the NBFC shall ensure that the final decision is communicated to the complainant within 30 days from the date of receipt of the complaint by the NBFC.

- If a complaint has been received in writing form a customer, Company shall endeavor to send him/her an acknowledgement/ response within a week. If a complaint is relayed over phone at Company's designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.

After examining the matter, Company shall send the customer its final response or explain why it needs more time to respond and shall endeavor to do so within 30 days of receipt of a complaint and he/ she should be informed how to take his/ her complaint further if he/she is still not satisfied.

The CRM Committee of the company overlooks the implementation of various customer service guidelines as mandated by Reserve Bank of India. The Committee reviews customer service initiatives and deliberates innovative measures for enhancing the quality of customer service and improving overall service levels.

In case customers are not satisfied they may contact:

To,  
Asst. General Manager,  
Department of Non – Banking Supervision,  
Reserve Bank of India,  
Ahmedabad regional office,  
1<sup>st</sup> Floor, Nr. Gandhi Bridge,  
Ahmedabad – 380014

- **Reporting to RBI:**

- a) On a **quarterly basis**, the total number of complaints received the number of partly or wholly rejected complaints and the number of complaints escalated to the IO, within 15 days from the end of the quarter;

- b) On an **annual basis**:

- (i) the number of cases where the decision of IO has been rejected (with the approval of Managing Director/Chief Executive Officer), to be submitted by April 15; and

- (ii) the number of cases closed by the IO, and age-wise number of cases where the NBFC was yet to implement the decision of the IO, to be submitted by April 15.