
Policy on Grievance Redressal Mechanism

Version 2.0

Famy Finance Private Limited

Policy Name	POLICY ON GRIEVANCE REDRESSAL MECHANISM
Issue and Effective date	30-12-2024
Date of last review	-
Date of current review	-
Date of next review	As and when required
Periodicity of review	Annual
Owner / Contact	Secretarial & Compliance
Approver	Board of Directors
Version	2.0

Contents

1. Introduction	4
2. Objective of the Policy	4
3. Grievance Redressal Mechanism	4
4. Escalation of complaints & turnaround time (TAT) for resolution	6
5. Reserve Bank - Integrated Ombudsman Scheme, 2021	6
6. Mandatory Display Requirement	7
7. Policy Review	7

1. Introduction

Famy Finance Private Limited (hereinafter referred to as 'Famy Finance' or 'the Company' or 'the NBFC') is a non-deposit taking Non-Banking Financial Company (NBFC) duly registered with the Reserve Bank of India ('RBI'). Under the Scale Based Regulatory (SBR) Framework for NBFCs, the Company is categorized as a Base Layer NBFC based on its asset size.

The Company is engaged in the business of carrying out investment and trading activity in various securities such as equity shares, debt securities, futures and options and other financial instruments including derivatives as permitted under the applicable regulations as well as lending business.

As per the guidelines issued by the RBI, the Board of Directors of NBFCs should lay down the appropriate grievance redressal mechanism within the organization to resolve disputes between the company and its customers. This Grievance Redressal Policy (the 'Policy') has been made as per Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 dated October 19, 2023, and updated from time to time and has been duly approved by the Board.

This policy will be applicable to all customers of the Company and all the matters brought to the notice of the Company through recognized modes of correspondence. However, this will not include the matters which are sub-judice.

2. Objective of the Policy

Famy Finance's policy on Grievance Redressal has been formulated as a mechanism to enable the customers to lodge their complaints/ grievances in relation to their dealings with the Company. This policy details complaint handling through a structured grievance redressal framework including a review mechanism to minimize such issues in future.

The main objective of the policy is to:

- Implement a quick and efficient customer grievance redressal mechanism which resolves customer concerns/ complaints in a hassle-free and time-bound manner.
- Deliver a high level of customer satisfaction.
- Ensure and promote good, fair, unbiased and just treatment to all customers.
- Ensure that all the complaints are effectively addressed and resolve on time.
- Increase transparency to enable the customers to have a better understanding and build customer confidence in the Company.

3. Grievance Redressal Mechanism

The Company has implemented necessary procedures in place for effective grievance redressal mechanism. The Board of Directors at Famy Finance also periodically reviews the functioning of the grievance redressal mechanism with a consolidated report of customer grievances presented to the Board on an annual basis.

In order to effectively understand and address customer grievances, the Company shall open multiple channels of communication. These modes will be adequately displayed on the notice board of the office and on the Company's website. Customers can raise a complaint through the following channels:

Level 1- Registration of Complaints/Grievances

- a) **Customer Helpline Number** - Customers can reach out Customer support on 022 6289 6289 (Telephone Lines are open on 10.00 AM to 6.30 PM on all working days except Saturdays, Sundays and public holidays)

- b) **Email**- Customer can write to us at: nbfccompliance@famyfinance.in
- c) **Post** – Customer can write to us at Customer Service, 12-14, 3rd Floor, Brady house, Veer Nariman Road, Fort, Stock Exchange, Mumbai - 400001

Customers are encouraged to provide complete details of their complaints/ grievances, along with relevant documents (if any), in their complaints. However, in case of any trouble faced by the customer in lodging a complaint, the Company will provide guidance in this regard.

In all the above-mentioned means for registering the complaints, an acknowledgement number will be provided to the customer through which they can track the status of the complaint and follow-up for escalating the same, if required.

The Company's support team will acknowledge the grievance within 2 (two) working days, promptly assign it to the concerned department based on the nature and category of the grievance and attempt to resolve the grievance within 7 (Seven) working days. Certain grievances may require coordination and action by other third parties and factors not in the control of the Company, and if the Company requires additional time, it will be informed to the Customer along with the reason of delay and expected resolution timelines.

Level 2- Escalation to Grievance Redressal Officer (GRO)

In case, the customer does not get a satisfying response or does not receive any response within 7 working days of registering the complaint/grievance, they can directly escalate the matter through an email to the below mentioned **Grievance Redressal Officer**:

Name: Minal Kardile
Email id: mcardile@famygroup.com
Phone No.: 022- 6289 6289

Janvi Savla will be the Grievance Redressal Officer of Famy Finance who will examine the matter and redress complaints as soon as possible, however not later than 10 (Ten) working days from the date of escalation to GRO. The Grievance Redressal Officer will also act as the Nodal Officer for the company.

Level 3- Escalation to Principal Nodal Officer (PNO)

If the customers are not satisfied with the resolution provided on their grievance, they may escalate their dispute to the Principal Nodal Officer at the below address:

Email ID: pdaftary@famyfinance.in

Nodal Office Contact Number: 022 6289 6281

Contact Time: Monday to Friday between 10.00 AM to 6.30 PM

Paras Daftary will be the Principal Nodal Officer (PNO) of Famy Finance who will examine the matter and redress complaints as soon as possible, however not later than 10 (Ten) working days from the date of escalation to PNO.

Level 4- Escalation to the Officer-in-charge DNBS, RBI

If any Customer is not satisfied with the resolution provided by the Grievance Redressal Officer/ Principal Nodal Officer or in case the grievance is not redressed within a period of one month from the date of its first submission, then the customer can write to:

Officer-in-Charge
Reserve Bank of India,

Department of Supervision (NBFC)
 Reserve Bank of India, 3rd Floor
 Opp. Mumbai Central Railway Station, Byculla
 Mumbai 400008

4. Escalation of complaints & turnaround time (TAT) for resolution

<i>Level</i>	<i>Designation</i>	<i>TAT</i>
Level 1	Customer Service Team	Within 7 working days from the date of receipt of customer disputes.
Level 2	GRO	Within 10 working days from the date of escalation of grievance with GRO
Level 3	PNO	Within 10 working days from the date of escalation of grievance with PNO
Level 4	Officer in Charge of the Regional Office of Department of Supervision, Reserve Bank of India	-

If a customer is still not satisfied with the resolution provided at the last level, or if the complaint/dispute is not redressed within a period of one working month of escalation to Officer in Charge - RBI, the customer may lodge their complaint with the Ombudsman/Deputy Ombudsman, appointed by RBI via the following modes:

1. Online application - through the portal designed for the purpose: <https://cms.rbi.org.in>;
2. Offline/ Email – Complaints in electronic mode (E-mail) and physical form, including postal and hand-delivered complaints, shall be addressed and sent to the address of the place where the Centralised Receipt and Processing Centre of the Reserve Bank is established, for scrutiny and initial processing.

5. Reserve Bank - Integrated Ombudsman Scheme, 2021

- The Company shall display the Reserve Bank - Integrated Ombudsman Scheme, 2021 (the Scheme) and its salient features - in English, Hindi and the regional language - prominently at its branches/places where the business is transacted, the name and contact details (Telephone/mobile number and E-mail ID) of the Principal Nodal Officer along with the details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>).
- Further, the salient features of the Scheme along with the copy of the Scheme and the contact details of the Principal Nodal Officer shall be displayed and updated on the website of the Company.
- The Company shall ensure that a copy of the Scheme is available in all its branches to be provided to the customer for reference upon request.

6. Mandatory Display Requirement

The Company will display the following information prominently, for the benefit of its clients, at its registered office:

- Name and contact details (i.e., telephone number, address, and e-mail address) of the Grievance Redressal Officer/Nodal Officer
- Contact details of above-mentioned RBI office, under whose jurisdiction the head office of the NBFC falls.

7. Policy Review

The Board of Directors shall provide for periodical review of the compliance and the functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews shall be submitted to the Board at regular intervals, as may be prescribed by it.

The Company will review the policy at least once in a year or earlier, in the following scenarios:

- a) In case of any changes impacting the business operations of the Company, or
- b) Any changes in the regulatory framework applicable to the Company.

Any modifications made to the Policy will be approved by the Board and communicated to all relevant stakeholders.