



GRIEVANCE REDRESSAL POLICY

Version 5.0

Proposed by:

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DVP Customer Service

Recommended By:

- Ujwal George
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MD & CEO

Approved by:

- Board on 12-02-2024



Grievance Redressal Policy

(Updated on 12.02.2024)

At Aye Finance, it is our constant endeavour to provide our customers with the best possible experience. We are committed to meeting our customer expectations always and exceed them as often as we can. While we do everything to provide our customers with a frictionless service at every step of their journey with us, we understand that sometimes things do not go the way they are planned.

The intent of this policy is to:

1. Ensure that all customers are treated fairly.
2. All concerns raised by customers are dealt with promptly and with courtesy.
3. Customers are made aware of their rights to opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.

Should you face any issue with our service, please follow the steps given below and we will set things right at the earliest:

Step 1: If you are reaching out to us for the first time

Telephone: You can call us on +91 84485 86881 from 9am to 6.30pm on all working days (Mon to Fri) to register your complaint

Or

Email: You can email us at: customer.care@ayefin.com

Or

Letter: You could write to us at:

Customer Service Department,

Plot No. 52, 4th Floor,

Sector 44, Gurugram,

Haryana - 122003.

We will resolve your concern within 10 working days from the date of receiving your communication.

Step 2:

If you do not receive a response within 10 working days from the date of receiving your communication or if you are not satisfied with the response received, you can escalate your concern to us at customer.complaint@ayefin.com

Please mention your Reference ID in your email, which is indicated in the subject line of the response in **Step 1. You will receive a resolution within 7 working days from the date of our receiving your communication.*

Step 3:

If you do not receive a response within 7 working days from the date we receive your communication at Step 2 or if you are not satisfied with the response received, you may write to our Grievance Redressal Officer/ Nodal Officer, Mr. Mithilesh Shukla at ombudsman@ayefin.com or through a written complaint to be sent to:

Mr. Mithilesh Shukla,
Unitech Commercial Tower 2, 7th Floor,
Arya Samaj Road, Block B, Greenwood City,
Sector 45, Gurugram,
Haryana - 122003.

**Please mention your Reference ID in your email, which is indicated in the subject line of the resolution received. You will receive a response within 3 working days of our receiving your communication.*

Step 4:

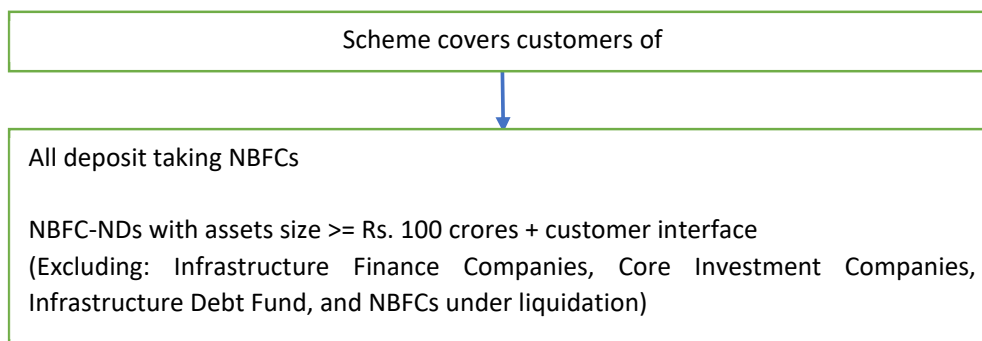
If you have not heard from us for a month or if you are not satisfied with the resolution provided by any of the above channels, you may file a complaint on RBI Ombudsman portal or file a physical complaint.

For salient features of the Reserve Bank - Integrated Ombudsman Scheme, 2021 and to know how to file a complaint with the RBI, please refer to the **Annexure**.

Annexure

THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

SALIENT FEATURES

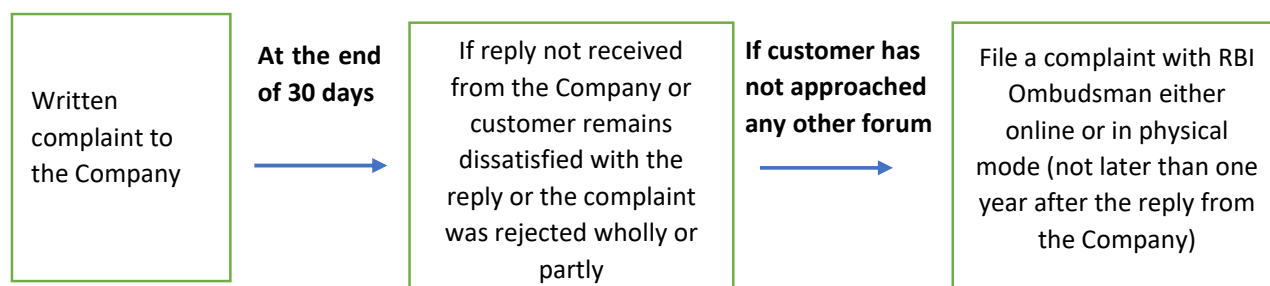


Grounds for filing a complaint by a customer:

Any customer may file a complaint about an act of omission by the company resulting in a **“Deficiency in Service”** under this Scheme either personally or through an authorized representative.

“Deficiency in service” means a shortcoming or an inadequacy in any financial service, which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer.

How can a customer file complaint?



- Portal link for lodging complaint with RBI Ombudsman-
 - <https://cms.rbi.org.in>.
- Contact details of Centralised Receipt & Processing Centre (CRPC) for physical complaints-
 - Email ID: crpc@rbi.org.in
 - Address: Centralised Receipt & Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017
- For complete details on the Ombudsman Scheme please refer to the following link of the RBI website-
https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf.

Grievance Redressal Policy for Insurance Related Complaints

At Aye finance, we assure best in class service to our valuable customers. For any type of Insurance Related Complaints, please feel free to get in touch with us. Please refer to the following escalation matrix.

1st Level

- You can write to us at customer.care@ayefin.com or you may call us at 0124-4802300,. You will get a response within 5 working days.

2nd Level

- In case if you do not receive any response or are not satisfied with the resolution provided you can write to ombudsman@ayefin.com After examining the matter, final response would be conveyed within a period of 7 working days from the date of receipt of your complaint on this e-mail id.

3rd Level

- If your grievance is not resolved at the above levels, you can approach the Insurance Ombudsman for next level redressal You can make use of the Bima Bharosa system - IRDAI Portal at <https://bimabharosa.irdai.gov.in/> for registering the complaints themselves and to monitor the status of the complaints.

Or

- Can send the complaint through email to complaints@irdai.gov.in.

Or

- Can call Toll Free No. 155255 or 1800 4254 732.

Or

- Apart from the above options, if it is felt necessary by the complainant to send the communication in physical form, the same may be sent to IRDAI addressed to:

General Manager

Insurance Regulatory and Development Authority of India(IRDAI)

Policyholder's protection & Grievance Redressal Department – Grievance Redressal Cell.

Sy.No.115/1, Financial District, Nanakramguda,

Gachibowli, Hyderabad – 500 032.

All Insurance-related complaints with details including the name of the complainant, nature of the complaint, details of policy, and action taken thereon are to be recorded separately.