GRIEVANCE REDRESSAL POLICY

Digital Lending & Physical Lending

Moneyplus Financial Services Limited

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1. INTRODUCTION

Customer service is an important component of sustained business growth. Customer complaints constitute an important source of feedback and provide the Company with an opportunity to identify gaps between the service level expected by customers and the service level actually perceived or experienced by them.

Moneyplus Financial Services Limited ("Company" or "Moneyplus") is committed to providing fair, transparent, responsive and efficient services to its customers and to ensuring that customer grievances are addressed in a timely, fair and transparent manner.

The Company has established a structured Grievance Redressal Mechanism covering both:

a) Physical / branch-based lending and other services where a branch-based relationship has been established; and

b) Digital lending activities, including lending through Digital Lending Apps ("DLAs"), websites, digital channels and through Lending Service Providers ("LSPs") and other outsourced service providers, wherever applicable.

The Grievance Redressal Mechanism is designed to ensure that customers have easy and accessible channels to register their grievances and that such grievances are appropriately recorded, investigated, resolved and monitored.

The policy is based on the following principles:

1. All customers shall be treated fairly and with dignity.
2. Customers shall have easy and accessible channels for lodging complaints.
3. Complaints shall be acknowledged, recorded and tracked appropriately.
4. Complaints shall be resolved within the prescribed turnaround time ("TAT").
5. Customers shall be provided with clear reasons for the decision taken on their grievance.
6. Customers shall have access to an appropriate escalation mechanism.
7. Customers shall be permitted to raise grievances in English, Hindi and/or other vernacular languages, to the extent operationally feasible.
8. Complaints relating to services provided through third parties, LSPs, DLAs, collection agencies or other outsourced service providers shall be appropriately

handled by the Company, without requiring the customer to separately pursue the third party.

2. OBJECTIVE

The objectives of this Policy are to:

a) establish a transparent and effective mechanism for receipt, recording, investigation, resolution and escalation of customer grievances;

b) ensure that customers are informed of the available grievance redressal channels and escalation mechanism;

c) ensure that grievances are handled fairly, courteously, objectively and within prescribed timelines;

d) provide customers with appropriate escalation avenues where they are dissatisfied with the resolution provided;

e) ensure appropriate monitoring and reporting of customer complaints to senior management and the Board;

f) identify recurring complaints and undertake root-cause analysis and corrective action; and

g) ensure that the grievance redressal framework applicable to digital lending is appropriately integrated with the Company's overall customer grievance mechanism.

3. REGULATORY FRAMEWORK

The Company's Grievance Redressal Mechanism shall be governed by applicable provisions of the Reserve Bank of India ("RBI") Act, applicable RBI directions/circulars, the Fair Practices Code applicable to NBFCs, applicable Digital Lending Guidelines, the Reserve Bank – Integrated Ombudsman Scheme ("RB-IOS"), the RBI (Internal Ombudsman for Regulated Entities) Directions, 2023, wherever applicable, and other applicable laws, regulations and regulatory instructions as amended from time to time.

The Company shall maintain a Board-approved grievance redressal mechanism in accordance with applicable regulatory requirements.

All disputes arising out of decisions of the Company's functionaries shall be appropriately examined and, wherever applicable, escalated to the next higher level of authority.

4. SCOPE

This Policy shall apply to:

a) all customers / borrowers of the Company;

b) prospective customers, where the grievance relates to a service deficiency or conduct of the Company;

c) physical / branch-based lending operations;

d) digital lending products and services;

e) Digital Lending Apps ("DLAs") operated by or on behalf of the Company;

f) services provided through Lending Service Providers ("LSPs");

g) collection and recovery agencies / representatives engaged by the Company or its service providers;

h) customer service, repayment, mandate/NACH, account statement, foreclosure, prepayment and other loan servicing matters;

i) complaints relating to digital onboarding, KYC, loan application, sanction, disbursement, Key Facts Statement ("KFS"), charges, repayment and other aspects of the digital lending journey; and

j) other customer-facing activities of the Company and its outsourced service providers, to the extent applicable.

5. DEFINITION OF COMPLAINT / GRIEVANCE

For the purpose of this Policy, a "Complaint" or "Grievance" means a representation made by a customer alleging deficiency in service, unfair treatment, non-compliance, incorrect transaction, inappropriate conduct or any other service-related issue and seeking resolution or relief.

A complaint may be received in writing, electronically, telephonically, through a DLA / digital channel, through the Company's website, at a branch or through any other approved customer touchpoint.

An enquiry, request for information or routine service request which does not allege any deficiency in service may be handled through the normal customer-service process.

However, where an enquiry, feedback or service request contains an allegation of deficiency in service or seeks redressal of a grievance, it shall be treated as a complaint irrespective of the terminology used by the customer.

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6. PRINCIPLES OF GRIEVANCE REDRESSAL

The Company shall ensure that:

1. Customers are treated fairly and respectfully.
2. The complaint registration process is simple and accessible.
3. Customers are not subjected to unnecessary or repetitive questioning.
4. Only information reasonably necessary for investigation shall be sought.
5. Complaints are appropriately recorded and assigned a reference / complaint number wherever operationally feasible.
6. Complaints are investigated objectively and independently of the extent possible.
7. Resolution is based on facts, applicable contractual terms and regulatory requirements.
8. Customers receive a clear response explaining the action taken or reasons for rejection.
9. Complaints are resolved within the prescribed TAT.
10. Complaints are appropriately escalated where they remain unresolved or where the customer is dissatisfied.
11. Recurring complaints are analysed for root cause and corrective action.
12. The Company shall not discriminate against a customer for raising a genuine complaint.

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7. CHANNELS FOR LODGING COMPLAINTS

Customers may lodge their complaints through any of the following channels, as applicable:

A. Physical / Branch-based Lending

1. Visit to the Company's branch.
2. Written complaint submitted at the branch.
3. Complaint box provided at the branch, wherever applicable.
4. Telephone / customer service channel.
5. Email.

6. Interaction with the Loan Relationship Officer ("LRO"), branch staff or Branch Manager.
7. Any other channel notified by the Company.

B. Digital Lending

Customers may lodge complaints through:

1. Digital Lending App ("DLA"), wherever a grievance facility is provided;
2. Company's website;
3. Email;
4. Telephone / customer service helpline;
5. Digital customer-service channels notified by the Company;
6. LSP / digital channel, wherever applicable; and
7. Physical / postal mode, where required.

The mode of lodging a complaint shall be clearly communicated to customers and, for digital lending products, shall be made readily accessible through the relevant digital lending journey.

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8. DESIGNATED GRIEVANCE REDRESSAL OFFICER

The Company shall designate a Grievance Redressal Officer ("GRO") responsible for overseeing the Company's grievance redressal mechanism.

Grievance Redressal Officer

Name: Ms. Payal
Designation: Customer Grievance Officer / Grievance Redressal Officer
Address: 401-403, 4th Floor, JMD Regent Square, M.G. Road, Gurugram, Haryana – 122002, India
Email: care@moneyplusfin.com

The Company's current contact details shall be updated whenever there is any change.

The name, designation, contact number, email address and postal address of the GRO shall be displayed / communicated through appropriate customer-facing channels, including the Company's website and, wherever applicable, branches, DLAs and relevant loan documentation / KFS.

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9. DIGITAL LENDING – SPECIFIC GRIEVANCE MECHANISM

The Company shall maintain an appropriate grievance redressal mechanism for its digital lending activities.

9.1 Digital Lending Apps

Where the Company offers loans through a DLA, the DLA shall provide appropriate information regarding the mechanism for lodging complaints and the relevant grievance redressal contact details.

The grievance redressal information shall be easily accessible to the borrower and shall not be presented in a manner that makes the grievance mechanism difficult to locate or use.

9.2 Lending Service Providers

Where the Company engages an LSP, the LSP shall maintain an appropriate mechanism for handling complaints relating to its digital lending activities and the DLAs handled by it, wherever applicable.

The Company shall retain overall responsibility for ensuring appropriate grievance redressal in relation to its digital lending activities, including activities carried out through LSPs.

A customer shall not be required to exhaust the LSP's grievance mechanism before approaching the Company.

9.3 Complaints relating to LSPs / DLAs

Complaints relating to:

- digital onboarding;
- loan application;
- KYC;
- sanction / rejection;
- KFS;
- charges / fees;
- loan disbursement;
- repayment;
- repayment mandate / NACH;
- account statement;
- foreclosure / prepayment;

- collection / recovery;
- conduct of collection personnel;
- data / privacy-related concerns;
- digital interface / technical issues;
- LSP conduct;
- DLA-related issues; or
- any other deficiency in digital lending services

shall be appropriately recorded and investigated by the Company / relevant function.

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10. INFORMATION TO BE PROVIDED BY THE CUSTOMER

Customers may be requested to provide information reasonably necessary to investigate and resolve the complaint, including, where applicable:

a) Customer's full name;

b) registered mobile number;

c) Loan Account Number / Loan ID;

d) details of the complaint / issue;

e) relevant transaction details;

f) supporting documents, screenshots or other evidence, wherever available; and

g) registered email address, wherever applicable.

Failure to provide any information shall not automatically result in rejection of a complaint where sufficient information is otherwise available to identify and investigate the grievance.

Where additional information is essential for investigation, the Company may seek the same from the customer.

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11. RECORDING AND ACKNOWLEDGEMENT OF COMPLAINT

All complaints received through approved channels shall be appropriately recorded in the Company's complaint management / CRM system or other designated system.

Where operationally feasible, the customer shall be provided with an acknowledgement / complaint reference number.

The Company shall endeavour to issue an acknowledgement within **three working days** of receipt of the complaint.

The acknowledgement should, wherever applicable, contain:

a) complaint reference number;

b) date of receipt;

c) summary of the complaint;

d) expected TAT / indicative timeline; and

e) escalation mechanism.

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12. COMPLAINT MANAGEMENT PROCESS

The Company's complaint management process shall broadly comprise:

Step 1 – Receipt and Recording of Complaint

Step 2 – Investigation and Resolution

Step 3 – Escalation, where required

Step 4 – Closure and Communication to Customer

Step 5 – Review, Monitoring and Root-Cause Analysis

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13. LEVEL 1 – FIRST-LEVEL RESOLUTION

For physical / branch-based complaints, the complaint shall ordinarily be routed to the Branch Manager / concerned operational function for investigation and resolution.

For digital lending complaints, the complaint shall be routed through the designated customer service / digital lending grievance mechanism and assigned to the relevant function.

The first-level function shall endeavour to resolve the complaint promptly and, wherever possible, within **10 days** of receipt.

Where the complaint cannot be resolved at the first level, it shall be escalated without undue delay to the next appropriate level.

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14. LEVEL 2 – GRIEVANCE REDRESSAL OFFICER

Complaints which remain unresolved or require higher-level intervention shall be escalated to the Grievance Redressal Officer / designated grievance function.

The GRO shall review the complaint, relevant records, investigation undertaken and response proposed.

The GRO shall endeavour to resolve the complaint within the overall regulatory timeframe prescribed under this Policy.

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15. LEVEL 3 – SENIOR MANAGEMENT ESCALATION

Where a complaint remains unresolved, involves a significant customer-impact issue, regulatory concern, systemic issue or requires senior management intervention, it shall be escalated to the designated senior management authority, including the COO or such other authority as may be prescribed by the Company.

Such escalation shall not extend the Company's regulatory obligation to provide a final response within the applicable prescribed period.

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16. INTERNAL OMBUDSMAN

Where the Company falls within the applicability criteria of the RBI (Internal Ombudsman for Regulated Entities) Directions, 2023, the Company shall comply with the applicable requirements relating to the Internal Ombudsman ("IO").

Complaints falling within the scope of the Internal Ombudsman framework and which are wholly or partly rejected by the Company's internal grievance redressal mechanism shall be dealt with in accordance with the applicable RBI requirements before communication of the final decision to the complainant, wherever applicable.

The Internal Ombudsman mechanism shall operate independently of the Company's customer service / grievance handling function as prescribed by RBI.

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17. RESOLUTION OF GRIEVANCES

17.1 Attitudinal / Conduct-related Complaints

Complaints relating to rude behaviour, misbehaviour, inappropriate conduct, harassment, intimidation or other unacceptable conduct by Company employees, representatives, collection personnel, agents, LSPs or outsourced service providers shall be treated seriously.

The Company shall maintain zero tolerance towards inappropriate conduct by its employees or representatives.

Appropriate corrective / disciplinary action shall be taken wherever the complaint is substantiated.

17.2 Transaction / Operational Complaints

Where the complaint relates to an incorrect entry, transaction, repayment, charges, interest, account statement, mandate, disbursement, foreclosure, prepayment or other operational matter, the relevant records shall be examined and appropriate corrective action shall be taken wherever the Company is responsible.

17.3 Third-Party / LSP Complaints

Where a complaint relates to an LSP, collection agency, recovery agent or other third-party service provider engaged by the Company, the complaint shall be appropriately investigated by the Company.

The customer shall not be required to pursue the third party independently for resolution where the matter falls within the Company's responsibility.

The Company shall take appropriate corrective action with the concerned service provider, wherever warranted.

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18. COLLECTION / RECOVERY-RELATED GRIEVANCES

Complaints relating to collection and recovery activities shall be handled with particular sensitivity.

Such complaints may include allegations relating to:

a) inappropriate or abusive communication;

b) harassment or intimidation;

c) improper contact with persons other than the borrower;

d) inappropriate conduct by recovery personnel;

e) incorrect demand / outstanding amount;

f) unauthorised charges;

g) inappropriate frequency or mode of contact; and

h) any other alleged violation of applicable regulatory / Company requirements.

Such complaints shall be investigated promptly and appropriate action shall be taken wherever the complaint is substantiated.

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19. TIMEFRAME FOR RESOLUTION

The Company shall endeavour to acknowledge complaints within **three working days** of receipt.

The Company shall provide a final response to the customer **within 30 days from the date of receipt of the complaint**, subject to applicable regulatory requirements.

The final response shall communicate:

a) the outcome of the investigation;

b) the action taken / proposed action;

c) reasons for rejection, if the complaint is rejected wholly or partly; and

d) the further escalation mechanism available to the customer, wherever applicable.

Where a complaint is complex and requires additional investigation, the Company shall keep the customer appropriately informed regarding the status of the complaint. Such additional investigation shall not be used to dilute or circumvent any applicable regulatory timeline.

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20. ESCALATION TO RESERVE BANK OF INDIA

If the customer does not receive a response from the Company within the applicable period of **30 days**, or if the complaint is rejected wholly or partly and the customer is dissatisfied with the response, the customer may approach the Reserve Bank of India under the **Reserve Bank – Integrated Ombudsman Scheme, 2021 ("RB-IOS")**, subject to the eligibility and other conditions prescribed under the Scheme.

The Company shall provide appropriate information regarding the RBI Ombudsman / Complaint Management System ("CMS") mechanism in its customer-facing grievance communication, wherever applicable.

The Company shall not direct customers to the erstwhile Regional Office of DNBS as the primary escalation mechanism.

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21. DIGITAL LENDING CUSTOMER DISCLOSURE

For digital lending products, the following grievance-related information shall be made available through appropriate customer-facing channels, as applicable:

a) name and designation of the Grievance Redressal Officer;

b) email address;

c) telephone / contact number;

d) postal address;

e) mechanism for lodging a complaint;

f) escalation mechanism; and

g) information regarding the customer's right to approach RBI under the RB-IOS, subject to applicability and prescribed conditions.

Such information shall be prominently displayed on the Company's website and relevant DLA / LSP digital interfaces and shall also be appropriately incorporated in the KFS / other applicable customer documentation.

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22. COMPLAINT MANAGEMENT SYSTEM / CRM

The Company shall maintain an appropriate complaint management system / CRM to enable:

a) recording of complaints;

b) allocation of complaints to responsible functions;

c) monitoring of TAT;

d) escalation of overdue complaints;

e) tracking of complaint status;

f) recording of resolution / closure;

g) maintenance of relevant supporting documents;

h) generation of management information; and

i) identification of recurring / systemic issues.

The system should maintain an appropriate audit trail to the extent operationally feasible.

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23. REVIEW, MONITORING AND ROOT-CAUSE ANALYSIS

Complaints shall be periodically analysed to identify:

a) recurring complaints;

b) product-related issues;

c) process deficiencies;

d) employee / agent conduct issues;

e) digital journey / DLA-related issues;

f) LSP-related issues;

g) collection / recovery-related complaints;

h) TAT breaches;

i) complaints resulting in financial loss / customer detriment; and

j) systemic or regulatory issues.

The Company shall undertake appropriate corrective and preventive action based on such analysis.

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24. MANAGEMENT INFORMATION SYSTEM

An appropriate MIS of customer complaints shall be maintained.

The MIS should, wherever applicable, capture:

a) complaint reference number;

b) Loan Account Number / LAN;

c) customer name;

d) customer segment;

e) product;

f) physical / digital lending channel;

g) DLA / LSP, wherever applicable;

h) nature and category of complaint;

i) date of receipt;

j) date of acknowledgement;

k) TAT;

l) status;

m) date of resolution;

n) resolution provided;

o) complaints pending beyond prescribed TAT;

p) root cause;

q) corrective / preventive action; and

r) escalation status.

For digital lending, separate monitoring shall be undertaken for material complaint categories relating to digital onboarding, KYC, KFS, charges, disbursement, repayment, mandates, data/privacy, LSPs, DLAs and recovery practices.

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25. REPORTING TO SENIOR MANAGEMENT AND BOARD

The Grievance Redressal Officer shall periodically review the functioning of the grievance redressal mechanism.

A consolidated report shall be placed before the appropriate senior management / committee and the Board at such frequency as may be prescribed by the Company or applicable regulatory requirements.

The report shall, wherever applicable, include:

a) number and nature of complaints received;

b) complaints resolved;

c) complaints pending;

d) TAT compliance;

e) complaints pending beyond prescribed TAT;

f) digital lending / DLA / LSP complaints;

g) collection / recovery complaints;

h) significant customer-impact complaints;

i) recurring / systemic complaints;

j) root-cause analysis;

k) corrective / preventive action; and

l) status of compliance with applicable regulatory requirements.

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26. CONFIDENTIALITY AND CUSTOMER INFORMATION

Information obtained from customers for the purpose of investigating a grievance shall be handled in accordance with applicable law, regulatory requirements and the Company's policies relating to confidentiality, information security and data protection.

Access to complaint-related information shall be restricted to persons having a legitimate business / regulatory requirement to access such information.

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27. FAIR TREATMENT OF CUSTOMERS

No customer shall be discriminated against, penalised or subjected to adverse treatment merely for raising a bona fide complaint or seeking escalation through the Company's grievance redressal mechanism.

The Company shall ensure that the grievance process is fair, transparent, accessible and customer-friendly.

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28. RESPONSIBILITY OF EMPLOYEES AND SERVICE PROVIDERS

All employees, LSPs, collection agencies, recovery agents and other outsourced service providers dealing with customers shall be required to cooperate with the grievance redressal process.

Where a complaint is received directly by an employee / representative, the same shall be promptly forwarded to the designated complaint-handling function and shall not be suppressed, ignored or closed without appropriate resolution.

Service providers shall comply with the Company's applicable customer-service, grievance redressal and conduct requirements.

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29. RECORD RETENTION

The Company shall maintain appropriate records of complaints, investigation, correspondence, resolution and escalation for such period as may be prescribed under applicable law, RBI directions and the Company's record-retention policy.

Records shall be maintained in a manner that permits retrieval and audit / regulatory review, wherever required.

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30. POLICY GOVERNANCE

The Grievance Redressal Policy shall be reviewed periodically and whenever there is a material change in applicable RBI directions, laws, regulatory requirements, products, channels or the Company's operating model.

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Any material amendment to this Policy shall be placed before the appropriate authority / Board for approval in accordance with the Company's governance framework.

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31. EXCEPTIONS

Any exception to the provisions of this Policy shall be approved by the competent authority and shall not result in non-compliance with any applicable statutory or regulatory requirement.

In case of any conflict between this Policy and applicable law / RBI directions, the applicable law / RBI directions shall prevail.

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32. EFFECTIVE DATE

This Policy shall come into effect from the date of its approval by the Board of Directors of Moneyplus Financial Services Limited.

ANNEXURE – ESCALATION MATRIX

Level	Responsible Authority / Function	Indicative TAT	Key Responsibility
Level 1	Branch Manager / Customer Service / Concerned Function	Up to 10 days	Initial investigation and resolution
Level 2	Grievance Redressal Officer	Within overall 30-day period	Review, investigation and resolution
Level 3	COO / Designated Senior Management	Within overall 30-day period	Senior-level intervention / complex cases
Level 4	Internal Ombudsman, where applicable	As prescribed by RBI	Review of eligible wholly / partly rejected complaints
External Escalation	RBI – Integrated	As prescribed under RB-	External grievance

Level	Responsible Authority / Function	Indicative TAT	Key Responsibility
	Ombudsman Scheme	IOS	redressal, subject to applicability

Note: The above internal levels are indicative and shall not be construed as permitting the Company to exceed the applicable regulatory timeline for providing a final response to the customer.

ANNEXURE – DIGITAL LENDING GRIEVANCE CHECKLIST

For digital lending products, the Company shall ensure that:

- ☐ Grievance Redressal Officer details are available on the Company's website.
- ☐ Grievance mechanism is appropriately displayed / accessible on relevant DLA(s).
- ☐ Relevant LSP grievance officer details are maintained and displayed wherever applicable.
- ☐ Grievance details are appropriately included in the KFS.
- ☐ Customers can lodge complaints through an easily accessible digital channel.
- ☐ Complaints relating to LSPs / DLAs are captured and monitored.
- ☐ The Company retains responsibility for grievance redressal relating to its digital lending activities.
- ☐ Digital complaints are tracked through the complaint management / CRM system.
- ☐ TAT is monitored and overdue complaints are escalated.
- ☐ Root-cause analysis of recurring digital complaints is undertaken.
- ☐ Material digital-lending complaints are reported to senior management / Board as applicable.
- ☐ RBI escalation information is provided to customers wherever applicable.

Approved by: Board of Directors, Moneyplus Financial Services Limited
Date of Approval: 23/07/2026
Effective Date: 23/07/2026
Review Frequency: Periodic / as required by applicable regulatory requirements
Policy Owner: Grievance Redressal / Customer Service Function