

GRIEVANCE REDRESSAL MECHANISM

Approved By	Board of Directors
Approval Date	21 st August, 2024
Effective Date	01 st April, 2024
Review Date	To be reviewed on yearly basis
Revision Date	30 th June, 2025
Policy Owner	Principal Nodal Officer (Email ID: compliance@experioncapital.co.in)

Grievance Redressal Mechanism

Customer Service is a key focus area for the Company. The Company believes in integrity, good governance, professionalism, transparency & client satisfaction while dealing with customer grievance

- a) **Channels to register a complaint:** Any customer having grievance/ complaint/ feedback with respect to the product and services offered by the Company may write to the Company through any of the following channels:
 - i. **Call at:** 0124 628 1630
 - ii. **Email:** compliance@experioncapital.co.in
 - iii. **Letter at the address** -: Mr. Arpit Agarwal (Grievance Redressal Officer and Principal Nodal Officer),
Add: 8th Floor, Wing A, Milestone Experion Centre, Sector -15, Part-2, Gurugram, Haryana – 122001 (India)
- b) **How a complaint should be made:** The customers are expected to provide necessary loan details i.e. Loan Account Number, Details of Feedback/ Suggestion/ Complaint and valid Contact Information including phone no. & email ID while providing their feedback or lodging complaint with the Company.
- c) **When should customer expect a reply-** Each customer query/ complaint being unique in nature, the resolution of complaint may take up to 4 weeks after internal investigation. The customer will be made aware regarding the same.
- d) **Escalation within the Company:** - The name and contact details of the Grievance Redressal Officer/ Nodal officer who can be approached by the public for resolution of complaints against the Company are mentioned below:

Grievance Redressal – Contact Details

Name: Mr. Arpit Agarwal - Grievance Redressal Officer and Principal Nodal Officer

Email: compliance@experioncapital.co.in

Phone: 0124 628 1630

- e) Escalation to the Reserve Bank of India- If reply is not received from the Company or the customer remains dissatisfied with the reply of the Company within a period of one month, apart from filing complaint before the Ombudsman appointed by the RBI as per the Ombudsman Scheme, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Supervision of RBI.

The details of Officer-in-Charge, DoS, RBI are given below:

**General Manager, Department of Supervision,
Reserve Bank of India 6, Sansad Marg, New Delhi - 110001
Reach out to RBI through - CMS Portal**