

Flipkart Finance Private Limited

Grievance Redressal Policy

Version 1.1

Document review and approval

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Version Control

Sr. No.	Version No.	Revision Summary	Effective Date
1.	1.0	First version of the Policy as duly approved and adopted.	12 April 2024
2.	1.1	Policy updated upon receipt of Certificate of Registration from Reserve Bank of India prior to commencement of Business	14 August 2025

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1. Introduction and Background

Flipkart Finance Private Limited (hereinafter referred to as 'the Company' or 'FFPL'), is a non-deposit taking Non-Banking Financial Company (Investment and Credit Company) registered with the Reserve Bank of India. FFPL is currently categorized as Base Layer NBFC. The Company is engaged in the business of extending unsecured consumer durable loans and undertaking investments.

The Reserve Bank of India (RBI), through its Master Direction on the Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023, as amended from time to time, has required that the Board of Directors of all applicable Non-Banking Financial Companies (NBFCs) shall lay down an appropriate grievance redressal mechanism within the organization.

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, as updated from time to time and has been duly approved by the Board. As a part of this Policy, we have laid down a comprehensive Grievance Redressal Mechanism to ensure prompt and effective resolution of customer complaints and concerns. This mechanism is designed in alignment with the guidelines laid down by the Reserve Bank of India and reflects our commitment to fair practices, transparency, and customer-centricity.

2. Policy Scope and Objective

The primary aim of this Policy is to ensure that we provide outstanding service to our customers and promptly receive and address their complaints. This Policy is being framed for laying out the broad guidelines and procedures to be followed, for the response and redressal of grievances/complaints raised by the Customers of the company, in compliance with the directions/guidelines issued by the RBI and other regulators from time to time.

This Grievance Redressal Mechanism is built on the following fundamental objectives:

- a) **Timely Resolution:** To guarantee the expeditious handling and timely resolution of customer complaints, ensuring their satisfaction.
- b) **Escalation Avenues:** To inform customers about available channels for escalating their complaints within the organization, as well as their rights when grievances remain unresolved, or their resolution is unsatisfactory.
- c) **Customer Protection:** To shield customers from deception, misappropriation, or unethical practices, thereby upholding their trust and well-being.
- d) **Continuous Assessment:** To consistently evaluate the impact of our services, enabling us to enhance the customer experience continually.
- e) **Information Dissemination:** To furnish customers with comprehensive information regarding all the products and services offered by our company, empowering them to make informed decisions.
- f) **Process Efficiency:** To identify and address any process deficiencies, thus reducing the frequency of customer complaints and enhancing operational efficiency.
- g) **Fair Treatment:** To ensure that customers are treated fairly, with courtesy, and in good faith, devoid of any bias or prejudice, in accordance with our commitment to ethical and respectful service.

This policy extends to all the employees and customers of the Company, regardless of their location in India, and applies to all instances involving customer interaction. These employees are required to comprehend and adhere to this policy. Non-compliance may lead to disciplinary measures, including potential termination.

Furthermore, FFPL shall ensure that our suppliers, vendors, service providers, and other external parties uphold the same high standards of consumer protection that we commit to internally. FFPL shall take full responsibility for the conduct of outsourced agencies engaged in specific operational

areas, and any complaints arising from their actions will be handled promptly and in accordance with the guidelines outlined in the Company's Outsourcing policy.

3. Key Definitions

- a) "Complaint" means a representation in writing or through other modes alleging deficiency in service on the part of the company and seeking relief thereon.
- b) "Deficiency in service" means a shortcoming or an inadequacy in any service, which the company is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer.
- c) Any doubt/enquiry/clarification/ seeking status/ request processing which is placed with the Company may be categorized as Query or Request.

4. Classification of customer communications

All communications received from customers through designated channels shall be classified into the following categories to ensure appropriate handling and response:

- a. **Queries:** Requests for information regarding the Company's products, services, processes, or general matters, including requests to initiate standard actions. These do not reflect dissatisfaction.
- b. **Service Requests:** Requests from customers seeking specific services or changes related to their existing relationship with the Company, such as modifications to loan terms, document requests, or similar support.
- c. **Complaints:** Expressions of dissatisfaction regarding any aspect of the Company's offerings, conduct, processes, or third-party partners, including grievances that may involve delays, deficiencies, or non-compliance.

The Company shall treat the accurate classification of customer communications as an essential first step in ensuring appropriate redressal and compliance with applicable regulatory and internal service standards. While the examples under each category may evolve over time, the guiding principle shall remain the nature and intent of the communication as expressed by the customer.

5. Grievance Redressal Mechanism

A. Modes/Channels for registration of complaints

The company offers various avenues through which customers can register their complaints, as outlined below:

- a) **Website** – Customers can raise their complaint by visiting our website: www.flipkartfinance.com
- b) **Phone to call center** – Customers have the option to lodge a complaint by contacting our customer support team via phone/the call center. Our Call Center executive shall capture the concerns raised by the Customer post primary level of authentication of the Customer. Upon the initial customer authentication process, our customer support executive will record the customer's concerns. The call center executive will address complaints falling within specific predefined categories. Any remaining complaints/concerns will be escalated to the Company's Grievance Redressal system for further action and prompt resolution. Customer center no: 1800-258-3535.
- c) **E-Mail** – Customers can lodge a complaint by email to this designated E-mail – customercare@flipkartfinance.com. On receipt of the e-mail and post authentication of customer, the Customer Service Agent will understand the grievance and capture the customers complaint in the Grievance Redressal System for onward assignment, action and closure in a timely manner.

- d) **Letter**– Customer can also raise his concern by sending letter to the Head Office. Customer also has an option of sending a physical complaint letter/email on the designated email id addressed to the Grievance Redressal Office as per details given on the website. On receipt of the complaint on the email id of the designated the Grievance Redressal Officer, or on receipt of the letter, will understand the grievance and capture the customers complaint in the Grievance Redressal System for onward assignment, action and closure in a timely manner.

Escalation Matrix for Query/dispute/ Complaints of Customers:

Level s	Contact Person	Mode through which the customer may connect	TAT to resolve the grievance
I	Customers may reach out via website, call center, email, letter, etc. Each interaction is logged in the system with a reference number, which is shared with the customer by SMS/email for tracking.	E-mail id: customercare@flipkartfinance.com Call Centre: 1800-258-3535 Post: 447/C & 447/C-1, 1st A Cross, 12 Main Rd 4th Block, Koramangala, Bangalore, Bangalore, Karnataka, India, 560034 Website: www.flipkartfinance.com	<p>Within 7 working days upon reaching out to the Customer Support team.</p> <p>If the customer is not satisfied with the response or resolution offered, then customer may choose to refer the matter to Level 2.</p>
II	The customer can reopen the case if he is not satisfied with the resolution provided post closure of the case. An auto acknowledgement of the complaint number is created and shared with the Customer. The captured complaint then follows the online automated process flow.	In case the complaint remains unresolved even after 7 days, the same shall automatically get escalated to Level 2.	<p>Within 7 working days from the date of escalation of grievance with GRO.</p> <p>If the customer is not satisfied, the customer may escalate the matter to Level 3 i.e. Grievance Redressal Officer (GRO)</p>
III	Grievance Redressal Officer (GRO) - The customer can reopen the case if he is not satisfied with the resolution provided post closure of the case by the Nodal Officer which then flows to GRO. An auto acknowledgement of the complaint number is created and shared with the Customer. If the customer is not satisfied with the	Name: Mr. Biju Joe Designation: Grievance Redressal Officer Contact: 1800-258-3535 Email id: grievanceofficer@flipkartfinance.com Address: 447/C & 447/C-1, 1st A Cross, 12 Main Rd 4th Block, Koramangala, Bangalore, Bangalore, Karnataka, India, 560034	Within 7 working days from the date of escalation to Grievance Redressal Officer

	resolution provided post closure of the case Customer may directly write on RBI Integrated Ombudsman Scheme	Website: www.flipkartfinance.com	
IV	RBI Complaint Management System as per the RBI Integrated Ombudsman Scheme	<p>If the customer is not satisfied with the resolution received or if the customer does not hear from the Company within 30 days from the date of filing the complaint, then he/she may lodge their complaint on</p> <p>i. RBI CMS portal: https://cms.rbi.org.in or</p> <p>ii. Send your form (format) to the below mentioned address:</p> <p>Centralized Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017 Toll free No. – 14448 or</p> <p>iii. Complaints with full detail can be sent by email to crpc@rbi.org.in.</p>	If the grievances/complaints are not redressed by FFPL within a period of one month from date of filing.

For matters that remain unresolved to the customer's satisfaction or those not resolved within the specified time frame, customers have the option to escalate their grievances to the next level as provided in the Escalation Matrix above. These modes will be adequately displayed on the Company's website.

The Company shall address grievances of persons with disabilities promptly and sensitively and shall ensure that all employees are trained on the rights of persons with disabilities.

Turn-around-Time (TAT) for resolution:

- A time limit of 30 days shall be given to the customers for preferring their complaints/ grievances.
- Turnaround time for responding to complaint is as follows-
 - ✓ Normal cases- 10 working days (other than mentioned below)
 - ✓ Fraud case, Legal cases and cases which need retrieval of documents and retrieval of aged documents-15 working days.
 - ✓ Equated Monthly Installment cases- 20 working days.
 - ✓ Cases involving third parties- 30 working days.
 - ✓ If it is determined that a case will need additional time, the company will promptly inform the customer or the regulator regarding the requirement for additional time along with an anticipated timeline for providing response.

6. Responsibilities of the Stakeholders

- a) Board of Directors:** The Board of Directors of the Company shall ensure the following responsibilities with respect to the customer complaints as detailed below:

- i. Lay down an appropriate grievance redressal mechanism within the organization which ensures that all disputes received from the customers of the Company through different modes of communications/the RBI are heard and disposed off at the next higher level.
 - ii. Periodically review the functioning of the grievance redressal mechanism at various levels of management.
 - iii. Review of the consolidated periodic reports summarizing the functioning of the grievance redressal mechanism as may be submitted to the Board on a quarterly basis.
- b) Senior Management:** The Senior management of the Company shall ensure the following:
- i. Review all complaints of critical nature on a monthly basis.
 - ii. Review the overall performance on complaint redressal on quarterly basis
 - iii. Place before the Board a quarterly summary report on complaints and redressal
 - iv. Review the Root Cause Analysis (RCA) of the customer grievances at least on an annual basis.
- c) Customer Service Department:** The Customer Service department, currently situated at the Head Office, is comprised of the Customer Service Head and a dedicated team. Their roles and responsibilities encompass the following:
- i. Establishing various channels for addressing customer grievances.
 - ii. Overseeing the resolution process of customer complaints.
 - iii. Determine the timelines for resolution of grievances across all levels of escalation
 - iv. Ensuring the timely closure of complaints in accordance with predefined timelines.
 - v. Offering insights and facilitating adjustments to minimize customer complaints.
 - vi. All Complaints shall be highlighted to the Senior Management in Customer Service Monthly Dashboard
 - vii. Undertake Root Cause Analysis (RCA) of the customer grievances at least on a half yearly basis.

7. Mandatory display requirement

The Company shall display following details for the benefit of his clients, at its registered office:

- The name and contact details (like telephone numbers, email address) of the grievance redressal officer/ director/Nodal officer.
- Contact details of above-mentioned RBI office, under whose jurisdiction the head office of FFPL falls.

8. Review and monitoring

Comprehensive periodic reports detailing the status of Enquiry, Request, & Complaint (ERC) are examined by the Grievance Officer and shared with the relevant departments within the Company. Summarized reports form an integral component of each business review presented to the Board of Directors.

A quarterly report shall be submitted to the Board of Directors of the Company for periodically reviewing the functioning of the grievance redressal mechanism at various levels of management.

9. Employee training and awareness

On an ongoing basis, the Company will conduct training programs for staff on customer service best practices with a focus on minimizing grievances. Included in this training will be a review of past customer complaints, resolutions to those complaints, and an open discussion on how to best prevent such complaints in the future.

10. Review of the Policy

This Policy is subject to review by the Board of Directors on an annual basis and on a need basis. The Board of Directors shall undertake an annual assessment of the effectiveness of the grievance redressal mechanism.

This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives, and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws about maintenance of an appropriate grievance redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.

Any deviations from this Policy can only be undertaken with the approval of the Board, unless specified otherwise in this Policy.