SNAPMINT FINANCIAL SERVICES PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

In the present competitive scenario, excellent customer service is an important tool for sustained business growth. At Snapmint Financial Services Private Limited, customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. Snapmint Financial Services Private Limited has come up with a lot of initiatives that are oriented towards providing a better customer experience and an efficient complaints redressal mechanism with a view to providing enhanced experience to our customers.

In order to make Snapmint Financial Services Private Limited redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given framework of rules and regulation. The Board of Directors will periodically review the compliance of the Fair Practices Code and the effectiveness of the grievance redressal system.

PURPOSE

Customer complaints constitute an important voice of customer, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

1. Customers are treated fairly;
2. Complaints raised by customers are dealt with courtesy and in a timely manner;
3. Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints;
4. The employees work in good faith and without prejudice, towards the interests of the customers.

MACHINERY TO HANDLE CUSTOMER COMPLAINTS/ GRIEVANCES

- ***How a complaint should be made:***

  Customers are requested to necessarily provide necessary loan details i.e. Loan Account Number, Details of Feedback/ Suggestion/ Complaint and valid Contact Information including phone no. & e-mail ID, registered with the Company while availing the loan, while communicating.

- ***Where to lodge a complaint:***

  Customers who wish to provide feedback or send in their complaint may use the following channels between 10:00 am and 7:00 pm, from Monday to Saturday (except on national holidays).

  • Call on +91-22-48931351
  • Email us at support@snapmintfin.com
  • Write to us at the below mentioned address:

  Snapmint Financial Services Private Limited Office No. 201, 2nd Floor, C-Wing, Neelkanth Business Park, Nr. Vidyavihar Station, Vidyavihar (West), Mumbai – 400086.

  - **SACHET Portal**: The customer can, if deemed fit, lodge a complaint by clicking the link :- https://sachet.rbi.org.in/home/index

- ***Acknowledgement:***

  An acknowledgement shall be sent to the complainant within 48 hours of receipt of the grievance and grievance shall be resolved within 7 working days, provided customer providing all the information required.

- ***Whom to approach for redressal***

  Customers are requested to first raise their concerns through any of channels mentioned above. In case of delayed or no response from the respective channel within the specified timelines, such complaint may be escalated to the Grievance Officer of whose details are as given below:

  First Level:

  In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by Snapmint Financial Services Private Limited, the customer can approach the Grievance Redressal Officer. The name and contact of the Grievance Redressal Officer is as follows:

  Ms. Sarita Vist

  Tel. No.: +91-22-48931351

  Email Id: grievance@snapmintfin.com/ nodalofficer@snapmintfin.com

  Resolution of Grievance: The grievance shall be resolved within 14 working days from the date of its original complaint, provided customer providing all the information required.

  Second Level:

  In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by Snapmint Financial Services Private Limited, the customer can approach the Principal Nodal Officer. The name and contact of the Principal Nodal Officer is as follows:

  Mr. Vivek Gala

  Tel. No.: +022-48931351

  Email id: pno@snapmintfin.com

  Resolution of Grievance: The grievance shall be resolved within 21 working days from the date of its original complaint, provided customer providing all the information required.

  Third Level:

  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

  i. RBI CMS portal: https://cms.rbi.org.in or

ii. Send your compliant in the prescribed format to the below-mentioned address:

Centralized Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017 Toll free No. – 14448 or

iii. Complaints with full detail can be sent by email to crpc@rbi.org.in.

TIME FRAME

Complaints that are received at our end will be seen in the right perspective and would be analyzed from all possible angles.

Suitable timelines have been set for every complaint depending upon the investigations which would be involved in resolving the same. Complaints are suitably acknowledged on receipt and the customers are informed of delays if any, in the resolution.

RECORD KEEPING

The record pertaining to customer complaints shall be maintained for a minimum period of 10 years from the date of resolution. Moreover, timely backup of system data of complaints shall be taken to ensure availability of data at all times.

POLICY REVIEW & UPDATES

The aforesaid policy will be reviewed periodically /revised as and when there are any new changes incorporated by Snapmint Financial Services Private Limited in handling complaints / grievances of the customer which includes introduction of new grievance channels, if any.