

GRIEVANCE REDRESSAL POLICY

Version no.	GRP/3.0/2022-2023
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Last Amendment/ Modification date	June 10, 2024
Policy Owner	Speel Finance Company Private Limited
Approved by	Board of Directors

Speel Finance Company Private Limited ("the Company") believes Customer Service is extremely important for sustained business growth and for building a good reputation among its stakeholders. The Company operates in a fair and transparent manner by implementing the highest levels of integrity, honesty and ethical behaviour while in its operations while dealing with its customers ("Customers").

In compliance with the guidelines issued by the Reserve Bank of India ("RBI"), as applicable to Non-Banking Financial Companies, for maintenance of an appropriate grievance redressal mechanism within the organization to resolve the complaints and grievances of its customers.

This Grievance Redressal Policy ("Policy") sets out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company ("Complaints"), including but not limited to the Complaints in relation to the services provided by the service providers, third party agents or business facilitators appointed by the Company for providing such services on behalf of the Company.

This Policy aims to provide a framework to deal with the Complaints of the Customers and educate the Customers about the processes to be followed to lodge a Complaint with the Company and/or the RBI.

Key Principles in which Grievance Redressal mechanism is based

The key principles of Speel's grievance redressal policy are as under:

- ✓ Customers should be treated fairly at all times.
- ✓ Grievances raised by customers are dealt with courtesy, efficiency and swiftly, not exceeding within the prescribed time lines.

✓ Speel employees shall act in good faith and without prejudice to the interests of the customer and within the laid down policies and guidelines of InCred.

✓ Customers are fully informed of avenues to escalate their complaints / grievances within the organization and their rights to alternative remedy if they are not fully satisfied with the response of Speel to their grievances.

Internal Machinery of the Company

1. The Company has multiple channels by which its customers can contact the Company. Any communication received on these channels is then classified as "Query" or "Service Request" or "Grievance" by a Support Team agent.
2. The Company deals with Complaints received by it directly.
3. The Company also deals with Complaints that have been received regarding any issues relating to the services provided by Service Provider's engaged by the Company.
4. The Company also deals with any complaints against the Company which have been received by its Service Providers and are directly or indirectly related to the Company, and the same have been forwarded to the Company's Grievance Redressal Officer for appropriate redressal. The Service Providers, particularly which are Lending Service Providers, must have a Grievance Redressal Officer at their level to deal with Fintech related queries or complaints.
5. The Company maintains a track of all the complaints received, with a summary of the complaint received from the customer, date of receipt of grievance, turn-around-time (TAT) in which response was given to the customer and a field to enter the comments of the case, if communication has happened by mail, a pdf of the mail communication is kept in the records and linked to this tracker. If the communication has happened over call, the recording of the call is stored and a link to the audio recording is also provided in the tracker.

Grievance Redressal Matrix

Level 1:

Grievance Redressal Officer: Mr. Tejas Shelke

E-mail ID: support@speelfinance.com

Mob. No.: 8799916138

Address: Speel Finance Co. Pvt. Ltd. 2 & 3 Zal Complex, Sadar, Nagpur – 440001



SPEEL FINANCE COMPANY PRIVATE LIMITED
CIN: U65920MH1995PTC090558
Website: www.speelfinance.com
Email: speelfinancenagpur@gmail.com
Reg.Office: 2,3 Zal Complex, Sadar, Nagpur – 440001

The Company and the Grievance Redressal Officer shall endeavour to resolve all grievance within a TAT of 14 days from the date of receipt.

The Office Hours of the Grievance Redressal Officer are 10 AM to 7 PM, Monday to Saturday (except Public Holidays).

In case of dissatisfaction of with the resolution provided by the Grievance Redressal Officer or in case of not having received a reply from the Grievance Redressal Officer within the TAT, you may escalate your complaint to Level 2.

Level 2:

Nodal Officer: Mr. Aarav Bhatia

E-mail ID: nodal@speelfinance.com

Contact : 73488 39396

Address: Speel Finance Co. Pvt. Ltd. 2 & 3 Zal Complex, Sadar, Nagpur – 440001

When escalating the matter to Level 2 official, the Customer must share the details of his previous interaction at Level 1.

In case the Customer does not receive or is not satisfied with the response from the Company or if the Complaint / Grievance is not resolved within a period of 30 days from its date of receipt, the Customer may approach the Consumer Education and Protection Cell for Redressal with Reserve Bank of India at the following address:

Officer-in-charge,
Reserve Bank of India,
Regional Office, DNBS, Third floor, opp. Mumbai Central Station,
Byculla, Mumbai – 400 008
Contact Centre with toll free no – 14448 (Timing – 9:30am to 5:15pm)

A complaint can also be lodged through RBI's CMS portal at the following link:

<https://cms.rbi.org.in/cms/indexpage.html#eng>

Further, the Customer can also lodge a complaint through the SACHET portal at the following link:

<https://sachet.rbi.org.in/Complaints/Add>



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At all the branches / head office and website of the Company, notice has been put up informing the customers about the escalation mechanism and the Grievance Redressal Officer (including the name and contact details). Salient feature of the scheme shall also be displayed at website as well for public benefit.

This Policy will be reviewed at annual intervals or as and when considered necessary by the Management of the Company, and will be revised based on extant regulatory guidelines from time to time.

A mechanism for conducting an internal audit of the cases handled by the Grievance Redressal Officer is also in place, whereby the Board has designated a Senior Management official to carry out an audit every two weeks. The audit will comprise of reviewing the functioning of the grievance redressal mechanism at the ground level and drawing a report on the same which shall be provided to the Board for its review.