

# ASPIRE FINANCE PRIVATE LIMITED

CIN: U65929KA2022PTC167759

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## GRIEVANCE REDRESSAL POLICY

### ASPIRE FINANCE PRIVATE LIMITED

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Amended/Modified Date of Policy	NA
Policy owner	Board of Directors
Approved by	Board of Directors

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Aspire Finance Private Limited (“**the Company**”) is committed to upholding integrity, honesty, and ethical conduct in all its dealings with customers. In adherence to Reserve Bank of India (Non-Banking Financial Company - Scale Based Regulations) Directions, 2023 read with relevant guidelines or circulars as may be amended or issued by RBI from time to time, the Company has established this Grievance Redressal Policy (“**the Policy**”). This Policy outlines the process for receiving, registering, and resolving customer complaints regarding the Company's products and services, including those related to services provided by third-party agents or business facilitators who have contracted with the Company. The aim of this Policy is to address customer complaints transparently and fairly while also informing customers about the procedure for lodging complaints with both the Company and the Reserve Bank of India (“**RBI**”).

## 1. PURPOSE

‘Customer first’ is a core value at our Company. This Policy reflects the core value of the Company and has been approved by board of directors of the Company. This Policy incorporates the following facets which are core to the Company’s interactions with its customers:

1. **Fair Treatment**: The Company shall ensure all its customers are always treated with fairness and respect and that they are heard properly, and their issues are understood in detail. This Policy shall also be applicable to physically/visually challenged customers or customers with disabilities.
2. **Timely Resolution**: Grievances and complaints raised by customers will be dealt with promptly and in a timely manner as set out in this Policy.
3. **Approachability**: Customers have multiple medium to reach out to Company both digitally and through offline modes. The Company shall strive to provide all customers clear access to the Company’s grievance redressal mechanism and the mechanism to escalate the issue in case timely resolution is not met.
4. **Efficiency and Fairness**: The Company shall ensure queries, grievances, and complaints will be managed efficiently and fairly, ensuring that customers receive the appropriate resolution.
5. **Good Faith**: The employees and management of the Company will work in good faith towards the interests of the customers.

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## 2. INTERNAL MECHANISM FOR HANDLING COMPLAINTS

1. All customer complaints and concerns related to both the Company's activities and any outsourced activities will be addressed by the Company in the manner set out in this Policy.
2. Customers have the option to lodge complaints or grievances through various channels, including the designated email ID: [help@aspirefinance.in](mailto:help@aspirefinance.in) as well as through the dedicated number of our call centre +91-6362098268 of the Company.
3. A Grievance Redressal Officer has been appointed to gather all necessary information regarding complaints and grievances for proper investigation. The Grievance Redressal Officer will work to resolve issues as quickly as possible. The details of the Grievance Redressal Officer are given below in this Policy.
4. Customer complaints will be managed and resolved promptly, with a target timeframe of 1 (one) month from the date of receipt. If more time is needed for certain cases, the Company will promptly communicate this to the customer along with an estimated timeline for resolution.

## 3. TOUCH POINTS

### ESCALATION MATRIX:

#### **Tier 1: Complaint Resolution System**

All complaints must be initiated through any of the channels listed above. At this stage, the Company will address and resolve customer complaints within 7 (seven) days.

#### **Tier 2: Grievance Redressal Officer/Nodal Officer**

If a complaint remains unresolved to the customer's satisfaction after being addressed under Tier 1 above, the customer has the option to escalate the complaint to the Grievance Redressal Officer/Nodal Officer.

Name & Position: Manoj Rathi (Co-Founder)

Contact Number: +91-6362098268

Email Address: [grievance@aspirefinance.in](mailto:grievance@aspirefinance.in)

After reviewing the issue, the Company will address and resolve the customer complaint within 7 (seven) days of receiving it.

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If a customer is dissatisfied with the resolution provided through the established channels or if the complaint remains unresolved they can approach the RBI Ombudsman by filing a complaint at <https://cms.rbi.org.in/cms/indexpage.html#eng>. The Company has designated a Principal Nodal Officer who will represent the Company and provide information to the RBI Ombudsman and the Appellate Authority as required under the RBI Integrated Ombudsman Scheme. The features of the RBI Integrated Ombudsman Scheme are in a separate document.

## 4. System for resolution of Grievances

The Company has a Customer Redressal Mechanism (CRM) system to ensure timely resolution of the grievances. The system (a) captures the complaints, (b) follows TATs based on the nature of the query, and (c) escalates issues on the basis of predefined TATs and as per the escalation matrix. Once captured in the CRM system the Customer Service team is responsible for resolution of complaint/grievance to the customer's satisfaction. Every attempt is made to offer the customer suitable and appropriate alternate solutions wherever possible. However, if the customer continues to remain dissatisfied with the resolution, he can escalate the issue through the grievance redressal mechanism as referred above.

## 5. Availability of Policy

The Policy would be available on the Company's website. All employees of the Company will be made aware of this Policy.