

GRIEVANCE REDRESSAL MECHANISM

The Company has adopted the following grievance redressal mechanism for speedy redressal of grievances of its customers in time bound manner:

Level 1 Escalation:

Customers may register their complaints/ grievances with the “Grievance Redressal Cell” through any of the following modes which shall be attended within 10 days:

Email	wecare@fintreefinance.com / wecarefintree@gmail.com
Online	Contact Us – Fintree (fintreefinance.com)
Write to us	Grievance Redressal Cell, Fintree Finance Pvt. Ltd. Engineering Centre 4th Floor, 9 Matthew Road, Opera House, Mumbai – 400004
Call Us	1800 267 8111 (Toll-free Number, 11.00 AM to 05.00 PM, Monday to Friday)

Level 2 Escalation:

If customers are not satisfied with the resolution provided by the Grievance Redressal Cell or they do not receive any response from the Grievance Redressal Cell within 10 days as mentioned above, the customers may further escalate their complaints/ grievances to the Nodal Officer who shall attend the same within 7 days:

Ms. Sweta Parekh
Fintree Finance Pvt. Ltd.
Engineering Centre 4th Floor,
9 Matthew Road, Opera House,
Mumbai – 400004
Phone Number- 18002678111

Email- sweta.parekh@fintreefinance.com

Level 3 Escalation:

If customers are not satisfied with the resolution provided by the Nodal Officer or they do not receive any response from the Nodal Officer within the aforesaid 7 days, they may escalate their complaints/ grievances by writing to the Appellate Authority-Grievance Redressal at below mentioned address who shall attend the same within 10 days:

Appellate Authority-Grievance Redressal
Fintree Finance Pvt. Ltd.
Engineering Centre 4th Floor,
9 Matthew Road, Opera House,
Mumbai – 400004

The **Appellate Authority-Grievance Redressal** is constituted of the following:

1. Head of Departments/Chief Business Officers of respective Lines of Business (LoBs)
2. Chief Financial Officer
3. Head – Compliance and/or Legal
4. CEO.

The responsibilities of the Appellate Authority-Grievance Redressal are as under:

1. Ensure adherence to the grievance redressal policy and procedure laid down in this Policy, check its implementation and initiate corrective action wherever needed.
2. Decide upon matters requiring immediate attention and follow up for prompt redressal of grievances wherever delay is seen.
3. Take proper action to avoid any such delays in the future.

Level 4: Final Escalation to Reserve Bank of India, the Regulatory Body

If the complaint/ grievance of the customer is not redressed within a period of 4 weeks, the customer may appeal to Regional Office of DNBS of RBI, under whose jurisdiction the registered office of the Company falls:

The Officer In-Charge
Consumer Education and Protection Cell
Reserve Bank of India, Main Building
Mumbai Regional Office, Fort
Mumbai - 400 001

The Nodal Officer shall ensure that this structured grievance redressal mechanism is displayed prominently, for the benefit of the customers, at all branches / places of the Company where business is transacted as well as on the website of the Company.