

GRIEVANCE REDRESSAL MATRIX

1. GRIEVANCE REDRESSAL MECHANISM FOR LOAN RELATED MATTER

In case of any grievance customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

A. Registration of Complaints

- Customers can visit the Branch Office(s) or the Registered Office of the Company situated at A1 Wing, 6th Floor, Trade Star, Andheri Kurla Road, J B Nagar, Andheri (E), Mumbai– 400059, Maharashtra, India for registration of their grievances.
- Email / Letter - Customers can also send their grievances through email at connect@niwashfc.com from their registered email id or write to the Grievance Redressal Officer at A1 Wing, 6th Floor, Trade Star, Andheri Kurla Road, J B Nagar, Andheri (E), Mumbai– 400059, Maharashtra, India or through email at gro@niwashfc.com.
- In case email id is not registered, please ensure to register your email id.

How a Complaint should be made

Customers shall ensure that they quote their application no. / sanction no. / loan account no., complaint details and valid contact information along with his email-id if available, while lodging their complaint.

If a complaint has been received in writing from a customer, Company shall endeavour to send him/ her an acknowledgement / response within a period of seven (7) days from the date of receipt of complaint. The acknowledgement will be containing the name & designation of the official who will deal with the grievance. If the complaint is relayed over the Company's designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period.

Anonymous complaints will not be addressed in terms of this Customer Grievance Redressal Mechanism.

In case of complaints with respect to the recovery process adopted by the authorised agents / representatives, if the Company is convinced, with adequate proof, that the customer is continuously making frivolous / vexatious complaints, it will continue with the recovery proceedings through the authorised agents / representatives even if a grievance / complaint is pending for disposal.

B. Time Frame for Resolution of Complaints, from date of receipt of complaint

The Company shall endeavour to resolve Complaints lodged by the customers at the earliest within a period not exceeding 1 month. If any complaint needs additional time, the Company will keep the customer informed of the expected time lines for resolution of the complaint which in any case will not exceed six (6) weeks of receipt of a complaint.

C. Escalation Matrix

If the customer does not receive any response from the Company within 15 days or is not satisfied with the resolution provided, the customer can escalate the complaint to the Grievance Redressal Officer (“GRO”) at:

Mr. Savio Furtado

Grievance Redressal Officer

Niwas Housing Finance Limited, A1 Wing, 6th Floor, Trade Star, Andheri Kurla Road, J B Nagar, Andheri (E), Mumbai – 400059, Maharashtra, India.

Telephone No.: 022 6520 2254

Email – gro@niwashfc.com

In case a grievance/complaint is not redressed to the satisfaction of the Customer within a period of one month, the customer may approach the Complaint Redressal Cell of the National Housing Bank (NHB) by lodging its complaints online at the link <https://grids.nhbonline.org.in> or in offline mode by posting in prescribed format, available at the link <http://nhb.org.in/wp-content/uploads/2021/08/Grievance-Redressal-Policy-hindi-english.pdf> to the Department of Supervision (Complaint Redressal Cell), National Housing Bank, Core 5A, India Habitat Centre, Lodhi Road, New Delhi – 110 003.

2. GRIEVANCE REDRESSAL MECHANISM FOR INSURANCE MATTER AS CORPORATE AGENT

The Company holds registration as a Corporate Agent (Composite) with Insurance Regulatory and Development Authority of India (IRDAI) for solicitation of insurance business and shall ensure adherence to the IRDAI (Registration of Corporate Agents) Regulations, 2015, as amended from time to time, with respect to redressal of grievances relating to insurance. The Company and insurance partner shall mutually co-ordinate for end-to-end closure of complaints raised and resolve with fair resolution to the Policy Holder within the time frame of 14 days or such period as prescribed by IRDAI from time to time.

Process for making complaint with regard to Insurance procured through Company being a Corporate Agent: **Step I**

He/she can write to:

Customer Care Department as below:

- **Niwas Housing Finance Limited**, A1 Wing, 6th Floor, Trade Star, Andheri Kurla Road, J B Nagar, Andheri (E), Mumbai – 400059, Maharashtra, India
- Email at: connect@niwashfc.com
- He/ She can even submit his grievance at his/her designated / home branch from where they have obtained the Policy.
- The customers can alternatively contact their respective insurer as per the details given in your policy document.

Step II

If the customer is not satisfied with the response received or has not received any response within 10 days from the date of raising the complaint, he/she can escalate the complaint to the Principal Officer at po@niwashfc.com.

Step III

If the customer is still not satisfied with the resolution received, he/she can write to our CEO at CEOinsurance@niwashfc.com.

Step IV

In-case the Customer is not satisfied with the resolution provided by the Insurer/the Company, at any point of time he/she can

- Escalate the complaint online through IGMS by logging into <https://igms.irda.gov.in>; or
- Call: Toll Free Number 155255 or 1800 4254 732; or
- Email to complaints@irdai.gov.in; or
- write to **Insurance Regulatory and Development Authority of India** (IRDAI), Sy No. 115/1, 4th floor, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500 032

Step V

In rare cases, in case the customer is not happy with the resolution provided by the above, then he/she may be guided to the Insurance Ombudsman.