



MECHANISM FOR GRIEVANCE REDRESSAL

M/S Finanzza Aide Private Limited has a diplomatic approach towards the Customers / Member and takes all precautions to offer the best service to the Customers / Member. However in case of unavoidable circumstances Company have a perfect system to solve the problems that customers / Member may face.

1. Privacy: Company is very cautious about the personal details of the customer / Member that had shared with company; it will be preserved & shall not share with anyone.
2. Company shall follow the guide lines of Customers protection act 1986 and instruct our direct sellers to do so.
3. Company shall maintain a register to keep the track of Grievances received from customer / Member in either of the mentioned modes – Calls / Written Application / E-mail / Walk-in / Online Grievance Cell, etc. Each Grievance shall be numbered and record the time taken to solve the complaint.
4. Grievances received will be feeded into the internal Grievance software. A unique track ID will be generated against all the Grievances and is intimated to the Customers / Member on his / her registered E-mail ID and Mobile Number.
5. Customers / Member need to keep the unique track ID secure with them in order to take follow-up against the Grievance.
6. At first instance Grievance is handled by the executive of the customer care team. The executive has a period of 7 working days to resolve the issue. In case executive is unable to handle the grievance up to full satisfaction, the software escalates the issue to the next level of Grievance Redressal Committee.

Members of Grievance Redressal Committee are:

- i. **Name: Gaurav Sil**
Mobile Number: 8586894098
E-mail ID: gaurav.sil@finanzzaaide.in
 - ii. **Name: Sumit Shrivastava**
Mobile Number: 9212306699
E-mail ID: sumit.shrivastava@finanzzaaide.in
 - iii. **Name: Rajan Arya**
Mobile Number: 9015027774
E-mail ID: rajan.arva@finanzzaaide.in
7. The committee will meet on a 15 day period (On 15th and 30th Calendar day of every month). All pending grievances will be disposed of by the committee in these meetings. If the grievance is not resolved within these 15 days, the grievance will be forwarded to next 15 day period and same will be intimated to the Customers / Member.
 8. If the Grievance Committee is not able to resolve the issue in this time frame, the grievance is escalated to the Nodal Officer. The Nodal Officer has a time of 15 days to resolve the Grievance from the date of receiving of Grievance. Details of Nodal Officer are mentioned below:

Name: Neeraj Rastogi
Designation: Nodal Officer
Mobile Number: 9810034351
E-mail ID: neeraj.rastogi@finanzzaaide.in

FINANZZA AIDE PVT. LTD.

Authorised Signatory

