

Equentia Financial Services Private Limited

Customer Grievance Redressal Mechanism Policy

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Customer Grievance Redressal Mechanism Policy

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CUSTOMER GRIEVANCE REDRESSAL MECHANISM POLICY

PREAMBLE

Equentia Financial Service Private Limited (referred to as 'EFSPL' or 'the Company') is registered as a Non-Deposit Accepting Non-Banking Financial Company ('NBFC') and categorized as a NBFC – Base Layer as per the Reserve Bank of India (Non-Banking Financial Companies – Registration, Exemptions and Framework for Scale Based Regulation) Directions, 2025 (as amended from time to time) ("Master Direction") with the Reserve Bank of India (RBI) vide NBFC Certificate of Registration No. N-13.02344.

The Company is inter alia engaged in the business of providing financial assistance to various business entities including small and medium enterprises in the form of facilitating access to various loan products from time to time. In order to address the customer grievances while servicing the customers, the Company formulates the suitable mechanism to address such requirements in accordance with the Master Circular - Fair Practices Code, Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025 and The Reserve Bank - Integrated Ombudsman Scheme, 2021 ('RBI- OS, 2021'), as amended, issued by RBI, hereinafter referred to as "Customer Grievance Redressal Mechanism Policy" (the "Policy").

BACKGROUND

At CredAble, it's Company's constant endeavor to put customer's interest first and provide its customers / clients with financial solutions that are right for its customers.

It is essential that grievances of the clients are given due importance and quick action is taken to resolve the same. To provide efficient and enhanced services to the client, CredAble has a mechanism in place to address the grievances of its clients relating to any business or service related issues made directly or through the Regulatory authorities/ other authorities through arbitration etc.

PRINCIPLES

Customer complaints constitute an important voice of a customer and following shall be guiding principles at EFSPL for dealing with customer complaints:

- ✓ Customers shall be treated fairly at all times;
- ✓ Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner;
- ✓ Customers shall be informed of avenues to escalate their complaints within the organization, and their rights in cases when their complaints are not resolved in a timely manner or when

they are not satisfied with the resolution of their complaints;

- ✓ Employees and outsourced agencies shall work in good faith and without prejudice, with all customers.
- ✓ Anonymous complaints will not be addressed in terms of this Policy.

SCOPE

All complaints received from end-client, directly or indirectly, for loan products or any other services (including Outsourcing services) that may be approved from time to time.

RESPONSIBILITIES OF THE BOARD OF DIRECTORS OF THE COMPANY

The Board of Directors of the Company shall be responsible for:

- a) laying down the appropriate grievance redressal mechanism within the Company / organization which ensures that all disputes arising out of the decisions of Company functionaries are heard and disposed of at least at the next higher level;
- b) periodical review of the functioning of the Grievance Redressal Mechanism at various levels of management.
- c) reviewing consolidated report and status of the Grievances from time to time

A summary of the customer grievance reports along with the actions initiated would be reported to the Board. The report shall contain information such as the total number of complaints received, disposed of and pending, with reasons thereof, which will be placed before the Board for their information/ guidance on a quarterly basis.

MECHANISM TO HANDLE CUSTOMER COMPLAINT / GRIEVANCES

The following process and guidelines are laid down by CredAble for proper and responsible handling of all complaints and for ensuring efficient and effective complaints resolution.

A. RECEIPT OF COMPLAINT

CredAble can receive client complaint either directly from client - in any of the modes viz.: physical letters, e-mail, phone and personal visit. Further, clients' complaints are also received through Regulatory authorities, Advocates, Consumer forums etc. Any person who has a grievance against the Company on any one or more of the grounds may himself or through his authorised representative, you may write to the Nodal Officer/Grievance Redressal Officer as mentioned hereunder, specifying the details of your concern, names of the official you were dealing with, and previous communications, if any you made with the

concerned official or its team member:

Name : Mr. Deepak Telegi Harapanahalli Math (Grievance Redressal Officer/Nodal Officer)
Email id : compliance@efinserv.in/ grievanceredressal@credable.in/
nodalofficer@credable.in
Contact No. : 022 6325 6800
Address : 5th Floor, Satyam Tower, Off Govandi Station Road, Near Wasan Motors, Deonar East Mumbai 400088

All complaints received through various sources and relevant details of complaint should be captured in the online centralised System i.e. Centralised Complaint Register (“CCR”). This CCR is a comprehensive system from which all the complaints of CredAble can be ascertained and the details of the same can be accessed.

B. RECORDING COMPLAINT DETAILS IN CCR

The details of complaint should be registered on the same date of receipt.

i. Received in E-mail form

Client complaint received directly in E-mail form at designated email id mentioned above are duly acknowledged by recording the details in our System and the sender is issued an ‘interaction ID’ as a confirmation of receipt of his specific complaint which can also be used for all correspondences thereon. This ‘interaction ID’ is informed to client with a return e-mail to the same email ID from where the complaint is received. The complaint is assigned to the Grievances Department which will resolve the same. The designated official shall ensure that the complaint is recorded in the CCR.

All the client communication will be done only through appropriate email id for Investor Grievance handling.

ii. Received through Regulators / physical letters, fax, Hand delivery etc.

Clients’ complaint received through Regulatory authorities, Advocates, Consumer forum etc./ physical letters, fax, Hand delivery are to be recorded in the CCR.

iii. Received by Employees at their CredAble email ID

If any client sends a complaint through e-mail to any CredAble Employee, they should forward such mails to grievanceredressal@credable.in and the interaction ID is issued to the e-mail id of the client, from where the complaint was received.

C. TIME FRAME FOR RESOLUTION OF COMPLAINTS, FROM DATE OF RECEIPT OF COMPLAINT

a) Normal cases (other than the one mentioned Herein below): 10 working days;

b) Fraud cases, Legal cases and cases which need retrieval of documents and

exceptionally old records: 15 working days;

- c) EMI related cases: 15 working days;
- d) Cases involving 3rd party (other financial institutions, dealership etc.): 20 working days;
- e) Complaints received from the regulator: Within timelines as may be mandated by the respective regulator

If any case needs additional time, the Company will inform the customer the reasons of delay in resolution within the timelines specified above and provide expected time lines for resolution of the complaint.

D. ESCALATION MATRIX

Primary Level:

- i. If a customer is not satisfied with the resolution provided by the Company in the aforesaid specified period, the customer can escalate the issue to:

Name : Mr. Nirav Choksi (Principal Officer)
Email id : grievanceredressal@credable.in
Contact No. : 022 6325 6800
Address : 5th Floor, Satyam Tower, Off Govandi Station Road, Near Wasan Motors, Deonar East Mumbai 400088

Secondary Level:

- ii. In case a grievance / complaint to the Principal Officer is not redressed within a period of 7 working days, the customer may appeal to:

Name : Mr. Anil Gudibande (Director)
Email id : anil.gudibande@1crowd.co
Contact No. : 022 6325 6800
Address : 5th Floor, Satyam Tower, Off Govandi Station Road, Near Wasan Motors, Deonar East Mumbai 400088

Third Level:

- iii. In case a grievance / complaint is not redressed within a period of 30 days after lodgment of the complaint or rejects the complaint wholly/partly or if the complainant is not satisfied with the response/resolution given by the Company at all the level, the customer/ complainant can lodge his complaint under the RBI- OS, 2021.

A complaint can be filed through any of the following methods:

- i. Online - on CMS portal of RBI at <https://cms.rbi.org.in>.
- ii. Physical complaint (letter/post) in the form as specified in Annexure 'A' in the RBI- OS, 2021 to "Centralised Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh - 160017".

GENERAL

If at any point a conflict of interpretation / information between the Mechanism and any regulations, rules, guidelines, notification, clarifications, circulars, master circulars/ directions issued by relevant authorities ("Regulatory Provisions") arises, then interpretation of the Regulatory Provisions shall prevail. In case of any amendment(s) and/or clarification(s) to the Regulatory Provisions, the Mechanism shall stand amended accordingly from the effective date specified as per the Regulatory Provisions. The Board reserve(s) the right to alter, modify, add, delete or amend any of the provisions of the Mechanism.
