



## Grievance Redressal Mechanism

Approved by the Board of Directors of  
Vivifi India Finance Private Limited on 14/02/2023

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### Revision History

Para #	Version	Particulars	Revision Date	Updated By	ApprovedBy
1	1.0	Updated the reference & contact details of the Grievance Redressal Officer at Vivifi	2018-09-21	Chirag Sahni	Patrick Kishore
2	1.2	Updated the Address of the Grievance Redressal Officer at Vivifi	2020-09-19	Abhijit S	Patrick Kishore
3	1.3	Updated the Nodal Officer details and Level 2 Escalation at Vivifi	2022-09-06	Devkinandan Harswal	Patrick Kishore
4	1.4	Updated the address of the Grievance Redressal Officer at Vivifi	2022-12-05	Prakash Rajan	Srinath Kompella
5	1.5	Updated Resolution of Complaints section	2023-02-14	Prakash Rajan	Srinath Kompella

## 1. INTRODUCTION

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Vivifi India Finance Pvt Ltd. is a Non-Banking Financial Company registered with the Reserve Bank of India (RBI).

As per extant guidelines of RBI, all NBFCs should ensure that a suitable mechanism exists for receiving and addressing complaints from its customers/constituents with specific emphasis on resolving such complaints fairly and expeditiously regardless of source of the complaints.

The company is engaged in the business of offering unsecured loans to customers. In order to address customer grievances while servicing customers, the Company formulates a suitable mechanism to address such requirements.

### **Brief description of the Policy**

The policy framework lays down requirements related to aspects of the principle of grievance redressal, registration of complaints, escalation of complaints, resolution of complaints, and periodic review of records.

### **Regulatory Requirements**

The Reserve Bank vide its Master Direction DNBR.PD.007/03.10.119/2016-17, updated as on December 29, 2022, issued guidelines on Fair Practices Code (FPC) to be adopted by all NBFCs while doing lending business and to formulate a Customer Grievance Redressal Policy as duly approved by the Board. VIVIFI has a Board approved grievance redressal process within the organization. Such a mechanism ensures that all disputes arising out of the decisions of the lending institution's functionaries are heard and disposed of at least at the next higher level.

### **Grievance Assessment**

The policy stipulates the requirements related to registration of complaints, escalation of complaints, resolution of complaints, and periodic review of grievance redressal process.

### **Policy Review**

The Board shall review grievance redressal policy on annual basis or at earlier intervals, in case of any regulatory changes necessitating such interim reviews.

## 2. GRIEVANCE REDRESSAL POLICY

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### □ Objective

The objective of the Grievance Redressal policy of the Company is to ensure fair and equal treatment to all its customers without any bias -irrespective of caste, creed, race, gender, or special abilities – on all occasions

- ✓ The resolution of grievances is within defined Turn Around Time (TAT)
- ✓ The resolution process is accelerated with proactive interventions by the Grievance Redressal Committee to cause nil distress to the customers

### □ Principles of Grievance Redressal

- ✓ Our customers will be provided with information on how to raise their grievances at our office over the phone and on the website.
- ✓ The process to raise a complaint/escalation/grievance would involve only relevant investigative questions without any kind of hassle to the customer.
- ✓ Resolutions would follow the simple principle of ensuring an effective resolution. The responses would be consistent with RBI guidelines at all times as applicable to reduce customer grievances.
- ✓ We remain quick and consistent at all times in providing necessary information or process requested by the customer.

### □ Registration of complaints

The Company enables its customers to register complaints through multiple channels. The various channels available to customers are as follows: –

- ✓ Website(s): Online through the links indicated below or by directly contacting the **Grievance Redressal Desk**.
  - <https://www.vivifin.com/complaints.php>
- ✓ E-mail: Customers can send an email for redressal of issues at [support@vivifin.com](mailto:support@vivifin.com)
- ✓ Registered / Corporate / Administrative Offices: Customers can speak to the officials- in-charge at the Company's offices for resolution of their issues or register their grievances at the Office Complaints Register.
- ✓ Grievance Redressal Officer/Nodal Officer: Customers can reach out directly to the Grievance Redressal officer over the phone (+91-91211-96333 ) and/or email to [prakash.rajan@vivifin.com](mailto:prakash.rajan@vivifin.com) as mentioned in the below section.

□ **Escalation of complaints**

□ **Level 1:**

The customer may register his/her query/ complaint to the Company which shall be addressed to the Nodal Officer/Grievance Redressal Officer in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation / alteration of credit information. For the benefit of our customers, the contact details of the official who will deal with all grievances of customers in regard to their transactions with VIVIFI are given below:

**Name:** Prakash Rajan

**Phone:** +91-91211-96333

**Email:**

[prakash.rajan@vivifi.com](mailto:prakash.rajan@vivifi.com)

**Address:** Unit A, 9th Floor, MJR Magnifique, Survey No 75 & 76, Khajaguda X Roads, Raidurgam, Hyderabad, Telangana - 500008

**Level 2:**

If the complaint is not resolved within 15 days, the customer shall complain to the Director at his following email id: [srinath@vivifi.com](mailto:srinath@vivifi.com)

**Level 3:**

Suppose the complaint/dispute is not redressed within a period of one month. In that case, the customer may appeal to the Officer-in-Charge of the The Officer In-Charge of Consumer Education and Protection Cell, Reserve Bank of India under whose jurisdiction the registered office of VIVIFI falls

Consumer Education and Protection Cell

Reserve Bank of India,

6-1-56 Secretariat Road, Saifabad, Hyderabad – 500 034

[crpc@rbi.org.in](mailto:crpc@rbi.org.in)

□ **Resolution of complaints**

- Any customers / applicants are advised to file their queries by furnishing complete details of the same to Vivifi as guided above under 'Registration of complaints' section.
- Vivifi will provide with acknowledgement of complaint registration with appropriate TAT's within 2 business days from the date of query registration through Vivifi complaint management system (VCMS).
- Vivifi shall provide closure confirmation for the registered query within 1 business day from the date of closure action on VCMS.
- Vivifi shall provide the necessary clarification/justification with respect to the Complaint if needed, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint within 30 (Thirty) working days from the date of receipt of such Complaint per defined escalation matrix.

- In case of additional time is required for resolution of the Complaint in exceptions scenarios, Vivifi shall inform the customer about the requirement of such additional time along with expected timelines for the resolution of such complaint.
- A record of all Complaints filed by the Customers and the response or resolution provided by the Vivifi shall be maintained by the Vivifi as per the Company's in a format approved by the Board of Directors of the Company.

**Policy Revision**

- This policy is subject to revision based on the extant RBI guideline from time to time.