VRIDHI FINSERV HOME FINANCE LIMITED (VFHFL)

GRIEVANCE REDRESSAL POLICY

Version V8.0

Approving Authority	Board of Directors
Reviewing Authority	Grievance Redressal Committee/Compliance Department
Original Issue Date	5th January 2023
Last Review Date	11th November 2026
Policy Making Body	Customer Service Department
Effective Date	11th November 2026

GRIEVANCE REDRESSAL POLICY

1. Introduction

VRIDHI FINSERV HOME FINANCE LIMITED ("VFHFL''or "Company") strives for customer satisfaction within the framework of law and adopted policies and procedures. The Company believes in providing the best services to our customers. The Company provides customers with easy access to information, products and services, as well as the means to get their grievances redressed. The Policy has been framed in accordance with the Reserve Bank of India (Housing Finance Companies) Direction, 2025 dated 28th November, 2025 and Insurance Regulatory Development Authority of India (Registration of Corporate Agents) Regulations, 2015 dated 20th August 2015 ("IRDAI Regulations") as amended from time to time.

2. Objective

Objective of the Policy is to provide a simple, early and cost-effective resolution mechanism to the customers of Vridhi.

3. Definitions

Unless otherwise defined or apparent from context, the following terms shall have the meaning as assigned herein below, and cognate expressions shall be construed accordingly:

Board/BoD	Shall mean Board of Directors of the Company
Grievance Redressal Mechanism	Shall mean the grievance redressal mechanism prescribed by the Company and provided in this Policy
Grievance Redressal Officer (GRO)	Shall mean the officer appointed by the Company to ensure redressal of the grievances of the customers
Nodal Officer	Shall mean the nodal officer designated by the Company as nodal officer under the Grievance Redressal Mechanism

4. Grievance Redressal Mechanism

In case of any grievances, customers have the following ways to register their complaints when they find any inadequacy in the services offered by the Company. The maximum turnaround time for resolution of all types of customer complaints shall be 30 days.

Step - 1 Lodging of complaint

Every branch of Vridhi has been provided with a complaint register. Customers can lodge their complaint either by visiting the branch or by sending a written letter to the branch manager of the nearest branch. The customer can also lodge their complaints on the Company mail ID provided below. The complaint needs to be recorded in the complaint register kept at the branches. The branch manager would be the person responsible to handle customer grievances at the branch level.

Step - 2 Acknowledgement/ response

The Company shall send acknowledgement/response within 7 days. The acknowledgement should contain the name & designation of the official who will deal with the grievance. If the complaint is relayed over phone at the VFHFL 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 of time.

If the complainant does not receive any response within 7 days from receiving of complaint or if the complainant is not satisfied with the resolution provided by the branch manager, the customers can contact the Manager, Customer Service, through any of the following means:

a. **E-Mail:** Customers can mail their grievances to care@vridhihomefinance.com

b. **Letter:** Customers can send their complaints in writing to The Manager, Customer Care, Vridhi Finserv Home Finance Limited, 1st Floor, No. 38, GKR Sapthagiri Vaishtadhama, 12th Cross, Off CBI Road, Ganganagar, Bengaluru 560032.

c. **Phone:** Customers can call our dedicated **Helpline No. +91 8310167101** between 10am to 6pm, Monday to Saturday except public holidays & 1st & 2nd Saturday's and register their complaint.

Step - 3 Grievance Redressal Officer (GRO)

If the complaint remains unresolved for 14 days or if the customer is not satisfied with the resolution provided by the Manager, Customer Care, the customers can contact the Grievance Redressal Officer (GRO) of the Company whose details are given below.

Name of the Nodal officer: Mr. Sandeep Arora
Telephone: +91 9187163804
E-mail: gro@vridhihomefinance.com

Step- 4 Complaint Redressal Cell of NHB

If the complaint remains unresolved for 30 days from the date of filing the complaint or if the complainant is dissatisfied with the response received, he/she may escalate the complaint to National Housing Bank (NHB). This can be done by:

a. Lodging a complaint on the online grievance handling portal of NHB, link https://grids.nhbonline.org.in

b. Mailing the complaint to NHB by post. The complainant may fill and send the form along with letters or enclosures in prescribed format available at link https://nhb.org.in/grievance-redressal-officer/, if any, by post or courier to the following address:

Complaint Redressal Cell
Department of Regulation & Supervision, National Housing Bank,
4th Floor, Core 5A, India Habitat Centre, Lodhi Road,
New Delhi 110 003.

5. Grievance Redressal of Insurance Customers

The Company holds the Registration of a Corporate Agent (composite) with IRDAI for solicitation of insurance business. It will ensure adherence to the IRDAI Regulations, with respect to redressal of grievances relating to insurance.

The complaints related to insurance products sold by the company will be acknowledged and VFHFL will facilitate redressal within 14 days of the receipt of such complaint through the respective Insurance Company (ies). The Insurance customer is advised to follow the below steps for registration and resolution of their complaints.

Step I.

He/she can write to:

- **Customer Care Department**

Vridhi Finserv Home Finance Limited - 1st Floor, No. 38, GKR Sapthagiri Vaishtadhama, 12th Cross, Off CBI Road, Ganganagar, Bangalore – 560032 (Karnataka)

- Call on Toll Free Number: 8310167101
- Email at: care@vridhihomefinance.com
- He/ She can even approach the VFHFL branch where they have obtained the Policy from.

(The letters/emails received by the branch to be sent to Customer Care Dept by an email within 2 days to care@vridhihomefinance.com & to the Principal Officer at po@vridhihomefinance.com)

- The customers can alternatively contact the insurer directly.

Step II.

If the resolution received by the customer does not meet the expectation, or has not received any response within **10 days** from the date of raising the compliant, he/she can escalate the compliant to the **Principal officer** – **Mr. Narendra Jangir** at po@vridhihomefinance.com and the Principal Officer / customer care dept shall also escalate and follow up with the insurer company for providing speedy resolution.

The customer shall be responded within a period of **14 days** with the resolution of the complaint.

Step III.

If the complaint is not resolved or the customer is not satisfied with the resolution provided by the Insurer/Company, then at any point in time he or she can:

- Escalate the complaint online through Bima Bharosa System by logging into - https://bimabharosa.irdai.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), Consumer Affairs Department – Grievance Redressal Cell, Sy No 115/1, 4th floor, Financial District, Nanakramguda, Gachibowli, Hyderabad 500032; Or
- 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.

6. Display of resolution process and time frame

The Company shall publicize its grievance redressal procedure (e-mail id and other contact details at which the complaints can be lodged, turnaround time for resolving the issue, matrix for escalation, etc.) for lodging the complaints by the aggrieved borrower and ensure specifically that it is made available on its website.

7. Review Of Policy

The Board of Directors shall conduct periodical review of the Grievance Redressal Mechanism normally on an annual basis and if required on need basis.

8. Change of control record

Version No.	Change Request by	Memorandum of Change	Approval date
1.0	Operations Department	-	5th January 2023
2.0	Compliance Department	-	28th September 2023
3.0	Compliance Department	-	29th March 2024
4.0	Customer Service Department	-	27th June 2024
5.0	Customer Service Department	-	5th February 2025
6.0	Customer Service Department	-	9th March 2026
7.0	Customer Service Department	-	6th May, 2026
8.0	Customer Service Department	-	11th November 2026