

# **Trillionloans Fintech Private limited**

## **Grievance Redressal Policy**

<b>TrillionLoans Fintech Private Limited</b>	<b>Approval Date: 24<sup>th</sup> November, 2023</b>
<b>Grievance Redressal Policy</b>	<b>Version : 3.0</b>

## **Grievance Redressal Policy**

At TRILLIONLOANS FINTECH PRIVATE LIMITED, it is our constant endeavour to provide our customers with the best possible experience. We are committed to meeting our customer expectations always and exceed them as often as we can. While we do everything to provide our customers with a frictionless service at every step of their journey with us, we understand that sometimes things do not go the way they are planned. This Policy is as per Master Direction - Non-Banking Financial Company – Non-Systemically Important Non-Deposit taking Company (Reserve Bank) Directions, 2016 as amended from time to time.

The intent of this policy is to:

1. Ensure that all customers are treated fairly.
2. All concerns raised by customers are dealt with promptly and with courtesy.
3. Customers are made aware of their rights to opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.

Should you face any issue with our service, please follow the steps given below and we will set things right at the earliest:

### **Step 1: If you are reaching out to us for the first time**

Telephone: You can call us on +91-8851682895 from 9:30 am to 7:00 pm on all working days (Mon to Fri) to register your complaint

*Or*

Email: You can email us at [grievances@trillionloans.com](mailto:grievances@trillionloans.com)

*Or*

Letter: You could write to us at:

Address: 7<sup>th</sup> Floor, Unit No. B2, 705, in Building Kanakia Boomerang situated at Yadav Nagar, Chandivali, Powai, Mumbai -400072, Maharashtra

We will resolve your concern within 15 working days from the date of receiving your communication.

### **Step 2:**

If you do not receive a response within 7 working days from the date we receive your communication at Step 2 or if you are not satisfied with the response received, you may write to our Grievance Redressal Officer/ Nodal Officer, Mr. Hardik Rameshchandra Nandani at [nodalofficer@trillionloans.com](mailto:nodalofficer@trillionloans.com) or through a written complaint to be sent to:

Mr. Hardik Rameshchandra Nandani

Address: 7<sup>th</sup> Floor, Unit No. B2, 705, in Building Kanakia Boomerang situated at Yadav Nagar, Chandivali, Powai, Mumbai -400072, Maharashtra.

*\*Please mention your Reference ID in your email, which is indicated in the subject line of the response in Step 1.*

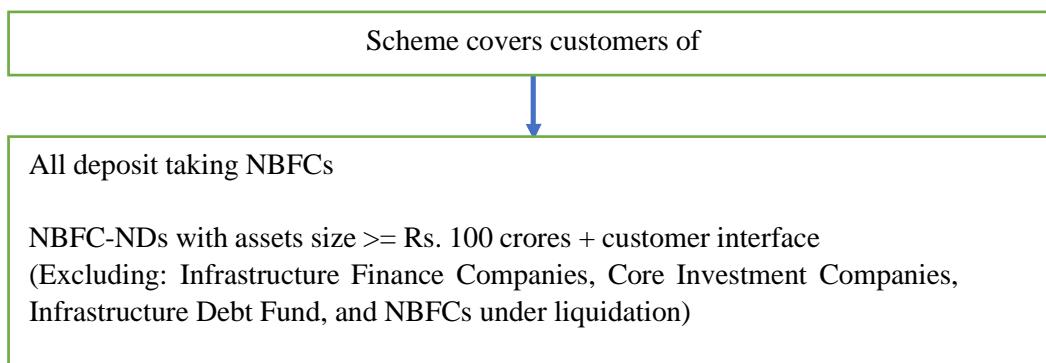
**Step 3:**

If you have not heard from us for a month or if you are not satisfied with the resolution provided by any of the above channels, you may file a complaint on RBI Ombudsman portal or file a physical complaint.

For salient features of the Reserve Bank - Integrated Ombudsman Scheme, 2021 and to know how to file a complaint with the RBI, please refer to **Annexure 1**.

**THE RESERVE BANK - INTEGRATED OMBUDSMAN  
SCHEME, 2021**

**SALIENT FEATURES**

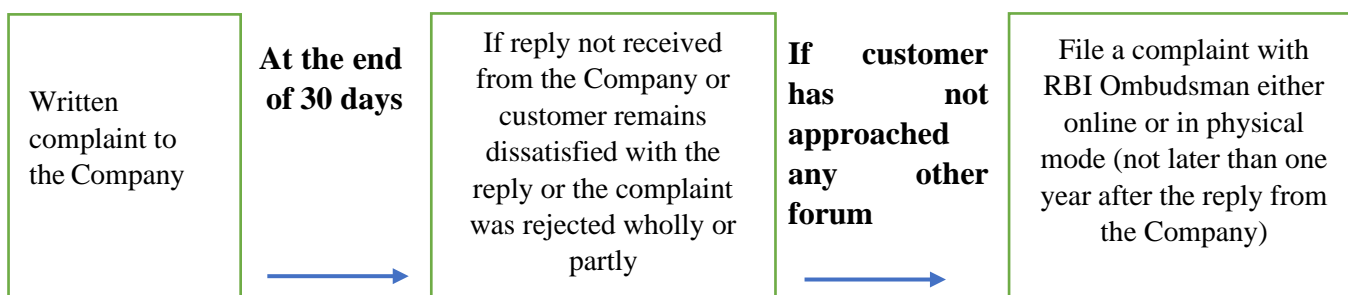


**Grounds for filing a complaint by a customer:**

Any customer may file a complaint about an act of omission by the company resulting in a **“Deficiency in Service”** under this Scheme either personally or through an authorized representative.

**“Deficiency in service”** means a shortcoming or an inadequacy in any financial service, which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer.

**How can a customer file complaint?**



- Portal link for lodging complaint with RBI Ombudsman-
  - <https://cms.rbi.org.in>.
- Contact details of Centralised Receipt & Processing Centre (CRPC) for physical complaints-

- Email ID: [crpc@rbi.org.in](mailto:crpc@rbi.org.in)
  - Address: Centralised Receipt & Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017
- For complete details on the Ombudsman Scheme please refer to the following link of the RBI website-[https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021\\_121121.pdf](https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf).