



RAR FINCARE LIMITED
GRIEVANCE REDRESSAL POLICY

Version 1.1



RAR FINCARE LIMITED

GRIEVANCE REDRESSAL POLICY

1. Introduction

RAR Fincare Limited (hereinafter referred to as "the Company" or "NBFC") is a duly registered Non-Banking Finance Company (NBFC) regulated by the Reserve Bank of India (RBI), engaged in providing secured and unsecured term loans and other credit facilities to Micro, Small and Medium Enterprises (MSMEs), individuals, partnership firms, companies, and other eligible entities and financial institutions.

Grievance Redressal Mechanism is aimed to ensure timely, fair, and effective resolution of customer complaints in compliance with RBI and other extant statutory guidelines.

2. Objectives

The policy aims to provide a structured framework for receiving, acknowledging, resolving, and tracking customer grievances, fostering customer satisfaction and trust. It aims to promote transparency, accountability, and continuous improvement in service delivery while minimizing recurrence of issues.

3. Scope

This policy applies to all customer grievances related to RAR Fincare Limited's services, including loan processing, interest rates, recovery practices, data privacy, and service deficiencies, across all branches, digital platforms, and interactions. It covers individual borrowers, guarantors, and representatives but excludes disputes under legal proceedings.

4. Definitions

- **Grievance/Complaint:** Any written or verbal expression of dissatisfaction by a customer regarding RAR Fincare Limited's products, services, or conduct.
- **Customer:** Any person availing financial services from RAR Fincare Limited, including applicants, guarantors and borrowers.
- **Grievance Redressal Officer (GRO):** A Senior executive of RAR Fincare Limited, who is the designated person for handling customer complaints, ensuring fair and time-bound resolution as mandated by Regulator. This officer oversees the receipt, registration, tracking, and disposal of grievances arising from front-line operations, typically aiming for resolution within 30 days per the Board-approved grievance redressal mechanism, while maintaining records for audits and management information systems (MIS)

- Principal Nodal Officer (“PNO”): Is a Senior Officer with RAR Fincare Limited, to represent the company in all matters pertaining to customer complaints escalated to RBI Ombudsman offices. The PNO shall act as the authoritative liaison with RBI’s Customer Education and Protection Department (CEPD) and Ombudsman functionaries, furnish complete information, documents, and responses within mandated timelines, ensure implementation of Ombudsman awards/directions, monitor compliance with extant regulatory obligations, and drive organization-wide improvements based on Ombudsman observations, with quarterly performance reporting to the Board/Risk Management Committee

5. Review & Revision

The Board of Directors reviews this policy annually or upon significant regulatory changes, such as updates to RBI's Integrated Ombudsman Scheme or Scale Based Regulation Directions. Revisions require Board approval and immediate communication to staff and customers via website and notices.

In case of any conflict between this Policy and any applicable law, regulation, RBI direction or guideline, the latter shall prevail and the Policy shall be deemed automatically aligned to such updated requirement.

6. Compliance & Regulatory Framework

This Policy has been formulated in accordance with extant statutory & RBI guidelines, as amended from time to time.

All employees and third parties engaged shall be required to comply with this Policy and the underlying regulatory framework as a condition of their engagement or employment.

7. Policy Framework

7.1 Responsibilities of Board

- To lay down the appropriate grievance redressal mechanism within the organization which ensures that all disputes arising out of the decisions of Lending institutions' / Functionaries are heard and resolved.
- Periodically review the functioning of the grievance redressal mechanism at various levels of management.
- A consolidated report of such reviews shall be submitted to the Board at regular intervals as may be prescribed by it.

- The Principal Nodal Officer ensures adherence, with quarterly reports to the Board and RBI disclosures as mandated. Non-compliance triggers internal audits and regulatory reporting.

7.2 Non-Discrimination

- The Company shall not discriminate among customers on the basis of gender, race, religion, caste, language, physical/visual disability or any other constitutionally protected ground, in its lending decisions or service delivery, subject to legitimate risk-based criteria.
- The Company shall provide reasonable assistance to differently abled customers, including in completing forms, explaining terms and operating accounts, while safeguarding their privacy and dignity

7.3 Grievance Receipt Channels

Customers can lodge grievances via Phone number, email, Office visits, post. All Officers maintain a grievance register for immediate logging.

7.4 Acknowledgement & Resolution Timelines

Customers who wish to send in their complaint/grievance may use the following channels between 10:00 am and 6:30 pm, from Monday to Friday (except on public holidays).

Complaint Handling Guidelines

- Acknowledgement: All complaints must be acknowledged within 1 working day via email or SMS.
- Resolution Timeline:
 - Standard cases: within 30 days from the date of complaint.
 - Complex cases: extendable up to 60 days, with prior customer notification.
- Tracking: Each complaint will be assigned a unique reference number, which will be shared with the complainant for tracking purposes

Level 1

- Call the Customer Service Helpline at 044 2435 6506
- Email at complaints@rarfincare.com
- Write to us at : Customer Service, RAR Fincare Limited, New No 33, Old No 8, Venkatesan Street, T. Nagar, Chennai - 600 017



Level 2

If response was not provided within 10 days or resolution provided at Level 1 does not meet customer's expectations, Customer can approach our Customer Service Head through any of our access channels mentioned below.

- Call the Customer Service Head at 044 2435 6506
- Email at escalations@rarfincare.com
- Write to us at : Customer Service Head, RAR Fincare Limited, New No 33, Old No 8, Venkatesan Street, T. Nagar, Chennai - 600 017

Level 3

If the response was not provided within 10 days or resolution provided at Level 2 does not meet customer's expectations, customer can approach the Grievance Redressal Officer through any of our access channels mentioned below.

- Call Mr. Anand S, Grievance Redressal Officer at 044 2435 6506
- Email at grievanceofficer@rarfincare.com
- Write to us at : Customer Service Head, RAR Fincare Limited, New No 33, Old No 8, Venkatesan Street, T. Nagar, Chennai - 600 017

Level 4

Customer Grievance Redressal – Escalation to RBI Ombudsman

If customer complaint is not resolved within 30 days from the date of lodging or for complex issues within 60 days (Customer will be intimated specifically for extended timelines for complex issues), customer may escalate the matter to the RBI Ombudsman or the Regional Office of the Department of Supervision – RBI.

How to File a Complaint:

Online: <https://cms.rbi.org.in>

Physical Mode:

Send to Centralised Receipt and Processing Centre,

Reserve Bank of India,

4th Floor, Sector 17, Chandigarh – 160017

(in the prescribed format available on the CMS portal).

Contact Centre: Toll-free 14448 (9:30 AM – 5:15 PM)



Available in Hindi, English, and eight regional languages (to be expanded).

The Centre provides guidance on filing complaints and clarifications on RBI's grievance redress mechanism.

or

Regional Office Address (Chennai):

Reserve Bank of India

Fort Glacis, Chennai – 600 001

Tel: 044-25399170 / 044-25395964

Fax: 044-25395488

A copy of the RBI Ombudsman Scheme is available on the RBI website and CMS portal.

7.5 Monitoring & Reporting

PNO submits Quarterly MIS to Audit & Risk Management Committee on complaints received, resolved, TAT, and trends.

Contact Details of Principal Nodal Officer

Mr. R Venkatasubramanian Principal Nodal Officer (Email – nodalofficer@rarfincare.com)

RAR Fincare Limited New No. 33, Old No 8, Venkatesan Street T Nagar, Chennai 600 017.



APPENDIX A DOCUMENT CONTROL AND APPROVAL

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|---------------------------------|---|
| Element | Details |
| Policy Title | Grievance Redressal Policy |
| Approving Authority | Board of Directors of RAR Fincare Limited |
| Effective Date | 12 th December 2025 |
| Version | 1.1 (Revised) |
| Previous Version Effective Date | February 07, 2025 |
| Review Cycle | Annual or upon regulatory changes |
| Next Review Date | [One year from effective date] |
| Policy Owner | Compliance Dept or equivalent. |

CERTIFICATION:

We hereby certify that this Fair Practice Code has been approved by the Board of Directors of RAR Fincare Limited and is effective from [To be inserted upon Board approval]. This Code supersedes all previous versions and shall be implemented across all offices and customer touchpoints.

| Senior Management – Reviewer | Senior Management Approver | Custodian |
|-------------------------------------|-----------------------------------|------------------------|
| SD/- Chief Risk Officer | SD/- Chief Operating Officer | SD/- Company Secretary |
| SD/- Chief Financial Officer | SD/- Chief Executive Officer | |