

SILVER FINANCE SOLUTIONS PRIVATE LIMITED

196, Vindhyanchal Nagar, Indore (MP)

GRIEVANCE REDRESSAL POLICY

Table of Contents

1. Introduction
2. Grievance Redressal Mechanism
3. Redressal of the complaints.
4. General

Introduction

Customer service is extremely important for sustained business growth and as an organization we strive to ensure that our customers receive exemplary service across different touch points.

Customer complaints constitute an important voice of customer, and this policy details complaint handling through a structured grievance redressal framework.

The Grievance Redressal Policy follows the following principles:

1. Customers are treated fairly at all times.
2. Complaints raised by customers are dealt with courtesy and in a fair, transparent and timely manner.
3. Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
4. The employees work in good faith and without prejudice, towards the interests of the customers.

Grievance Redressal Mechanism

At SILVER FINANCE SOLUTIONS PRIVATE LIMITED, customer Delight is our priority and we are committed to provide our customers Best in Class Experience. Whilst all efforts are taken to give customers the best services to avoid any grievances the customers are intimated that they can record their grievances if any.

The customer can approach either of our branches to register a complaint and expect a response right away. In case the customer is not satisfied the customer may escalate the complaint to the next level as indicated below –

- 1) Branch - Customers can visit our branches with details of their issues.
- 2) Customers have easy and direct access to all our branch managers who act as Nodal officers and solve customer's complaints immediately in a fair and transparent manner.
- 3) Phone - Customers can escalate their complaint by calling our dedicated Grievance Redressal Officer Mr. Priyesh Agrawal on this number +919977505067. This number is sent to the customer via SMS at every transaction so that they can immediately contact upon any issue.
- 4) Email - Customers can further escalate their complaint by writing to us at silverfinancesolutions@gmail.com.
- 5) Letter – Customers can write to us at: SILVER FINANCE SOLUTIONS PRIVATE LIMITED. Registered Office: 196, Vindhyanchal Nagar, Indore, Madhya Pradesh (452005).
- 6) Website: Customers can raise any query/complaint through our website www.silverfinance.in using WhatsApp too. Also the contact numbers, email id and address are displayed there for any issue.

Redressal of the Complaints

- a) The Customers are advised to file the Complaint by furnishing complete details of the same to the Company.
- b) Upon receipt of the Complaint by the Company, the nodal officers will solve the issue right away and if the issue is escalated by the customer via telephone or email or letter then that issue will also be handled in a fair and transparent manner and will be solved immediately in the working hours.
- c) The Company shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint.
- d) In case any additional time is required for resolution of the Complaint, the Company shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.
- e) The Grievance Redressal Officer of the Company shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.

GENERAL

SILVER FINANCE SOLUTIONS PRIVATE LIMITED believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behaviour while dealing with its customers.

Customer grievance redressal mechanism has been formulated by us so that

- 1) Every customer is satisfied with our services.
- 2) Address customer's grievances if any.
- 3) Resolve customer's grievances in fair, transparent and timely manner.
- 4) Learn from the issues/points raised by our customers.
- 5) Further improve our services and operational efficiency.

This grievance redressal policy is subject to review, updation, amendment if any by the board of directors from time to time.

July/2023