

### **Customer Grievance Redressal Policy:**

Our business model has always been "remain simple and understand your customers' and put their needs at the forefront". We have always looked at providing products and services to our customers that are reliable, affordable, and efficient and are easy to use. This means continuing to listen to the needs and expectations of our customers in developing new products and services, and in shaping the future direction of our business.

We work with customers and stakeholders to co-create convenience, simple and responsible products and services. We also conduct ongoing and regular research/survey with our customer to anticipate and respond to our customers' needs and expectations.

As a service provider, resolving customer grievances suitably and efficiently is paramount for Muthoot Money( Muthoot Vehicle and Asset Company) and the object of this policy is to minimize instances of customer complaints through proper review mechanism and service deliver and to ensure prompt redressal of various types of customer complaints.

1. Customers are to be treated fairly at all times.
2. Customers are fully informed of avenues to escalate their complaints/ grievances within the organisation and their rights to alternative remedy, if they are not fully satisfied with the response to their complaints.
3. Complaints made by customers are dealt with promptly and with compassion.
4. We will treat all complaints efficiently and fairly and the interest of the customer will be presented in good faith and without prejudice.
5. We understand the frustration our customers feel when something goes wrong. We will look to you to provide all relevant information, including identifying the issue and the solution you are seeking. In turn, we will do our best to resolve your issue quickly, professionally, efficiently and fairly and keep you informed of the progress.
6. Grievances of pensioners and senior citizens are dealt on priority.

### **How to Reach Us and Register your Concerns**

Our customers can contact our dedicated Call center/Customer Service Delivery Department (CSD) for any customer queries and to register grievances if any.

A customer has the right to register his/her complaint if he/she is not satisfied with any of the following:

- Any Service provided by Muthoot Money
- System errors – Causing delay in service.
- Unhappy with the quality of customer Service provided when dealing with staff/CSD
- Or any other grievances

The Customer can lodge a complaint in the following three ways:

- A customer can contact our Call Center on Toll free No; 18001211210, 24X7 and register their complaints or can call on 7593864428 between 9am to 6pm on all days except holidays.
- By writing an email to [muthootmoney@muthootgroup.com](mailto:muthootmoney@muthootgroup.com)

### **Acknowledgment of Grievances**

Muthoot Money Grievance Redressal Mechanism (GRM) is simpler as it is linked to the customer care unit without customers facing the hassles of proving identity, account details, etc..

Any grievance received through any of the above channels will be routed to our dedicated customer complaint service desk who will immediately record your feedback/grievance.

If the grievance is received through an email or our website, such complaints shall be acknowledged individual emails to the extent possible.

The follow up action taken in respect of such complaints shall be advised to customers by e-mail/SMS. The Customer Service Representative (CSR) will also attempt to contact the customer if additional information is required for effective resolution. Our CSR will also advise the defined SLA and keep the customer informed.

Moreover, the customers can track status of the complaints on the basis of the unique complaint reference number from any location. A standardized rules and regulations with unified service level agreement (SLA) are formed and are applicable for all disputes raised.

If the complaint is not resolved within the given time (SLA) or if he/she is not satisfied with the resolution provided, they can refer to the escalation matrix mentioned below and escalate the issue to higher authority.

### **SLA**

Resolution	SLA
Status Unknown Transaction for IMPS	7 days
Successful transaction but Beneficiary not credited	Beneficiary not credited 7 business Days

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AT Muthoot Money, we treat every customer feedback (Compliments and Complaints) with utmost priority and we seek at ways to provide customer satisfaction. We value every feedback as it provides us actionable insights to improve our business, products and service and overall customer experience. We therefore, encourage our customers to provide their feedback and they can record their grievances / provide their feedback in writing or verbally. The

customer can approach Muthoot Money to register a complaint through any of our service touch points given hereunder and we assure the highest resolution priority to escalated cases.

We have developed an escalation matrix, to handle our customer grievances effectively and efficiently. Instances where a customer does not receive a response within the specified time frame or if the customer is dissatisfied with the response received at the first level, the customer can escalate the complaint to the next level as indicated below. Highest resolution priority is given to escalation cases.

#### **Level 2:**

Customer can address the grievance to the below address or an email for escalations:-

**Jo Varughese Mathew**

**Customer Service Manager**

Muthoot Money, MVFL,

5<sup>th</sup> Floor, Midhun Tower,

Kadavanthra, Cochin 20

Phone:6238331077

[jo.varughesemathew@mvafi.com](mailto:jo.varughesemathew@mvafi.com), dmt@muthootgroup.com

#### **Level 3**

If customer is still not satisfied with the resolution received, or if customer do not hear from us within specified time limit after following the above mentioned escalation steps, he/she can further escalate the issue to:

**Nishil Madathil**

MVFL,

5<sup>th</sup> Floor, Midhun Tower,

Kadavanthra, Cochin 20

Phone:7593864404

[nishil.madathil@mvafi.com](mailto:nishil.madathil@mvafi.com), dmt@muthootgroup.com

#### **Level 4**

If customer is still not satisfied with the resolution received, or if customer do not hear from us within specified time limit after following the above mentioned escalation steps, he/she can further escalate the issue to:

**Geoerge Oommen**

**General Manager & CEO**

Muthoot Money, MVFL,

5<sup>th</sup> Floor, Midhun Tower,

Kadavanthra, Cochin 20

[george.oommen@muthootgroup.com](mailto:george.oommen@muthootgroup.com), dmt@muthootgroup.com

Upon receiving the complaint, we will acknowledge within 2 business days.

Further response to the escalated issue will be sent within 7 business days post acknowledgement.