

Hero FinCorp Limited ("HFCL")**Grievance Redressal Policy*****Version History***

| Version | Approval Date | Comments |
|----------------|----------------------|--|
| V1.00 | 29.05.2016 | Approval of Grievance Redressal Policy as per RBI's Master Direction |
| V1.01 | 02.11.2018 | Updating of Call Centre Phone numbers Applicability of Policy to Outsourced Services |
| V1.02 | 21.10.2019 | Applicability of Policy to services provided as Corporate Agents under IRDA |
| V1.03 | 21.10.2020 | Updating Appellate Authority |
| V1.04 | 28.01.2021 | Updating Nodal Officer's Details |
| V1.05 | 12.12.2021 | Updating of Integrated Ombudsman Scheme, 2021 |
| V1.06 | 29.04.2022 | Applicability of Policy for Data privacy related Complaints, Updating Nodal Officer and removal of Appellate Authority |
| V1.07 | 30.01.2023 | Revision of TAT and IRDAI Escalation for insurance related complaints |
| V1.08 | 05.02.2024 | Updating Nodal Officer's Details |
| V1.09 | 29.01.2025 | Inclusion of TAT for complaints received through CPGRAM |



Grievance Redressal Policy
HFCL – Corporate & Retail

Version: 1.09
Date: 29-Jan-2025

Approved by:
Board of Directors

Revision of TAT for insurance related complaints

Inclusion of credit information grievances in accordance to Master Direction – Reserve Bank of India (Credit Information Reporting) Directions, 2025

| | | |
|--------|------------|---|
| V.1.10 | 31-10-2025 | Update in the time contact of Escalation of complaints to CrPC Update in terms of annual review in line with the prevalent norms |
|--------|------------|---|

| | | | |
|--|---|--|--|
|  Hero FINCORP | Grievance Redressal Policy HFCL – Corporate & Retail | Version: 1.09 Date: 29-Jan-2025 | Approved by: Board of Directors |
|--|---|--|--|

Introduction:

Hero Fincorp Ltd ('HFCL'/'the Company') prides itself on being a customer centric organization. In keeping with this value, we have devised a mechanism that aims at minimizing the instances of customer complaints and grievances, whilst ensuring prompt redressal. In order to make the company's redressal mechanism more meaningful and effective, a structured system has been put in place.

Objective of the policy

The Policy was formed with an aim to provide quick amends/recourse to customer issues. In case of a complaint, we have a smooth review mechanism to identify our shortcomings and overcome them quickly. This policy also covers issues related to Credit Information raised by the customer in line with the Master Direction – Reserve Bank of India (Credit Information Reporting) Directions, 2025 as amended from time to time and issues relating to services provided by the outsourced vendors, data privacy related matters as per Data Privacy Policy and Insurance Services provided by the Company as a Corporate Agent.

Key Commitments

HFCL., through its management, intends to uphold the following commitments:

1. To act fairly and reasonably in all dealings with its customers by ensuring that:
 - a. Its products and services will meet all relevant laws and regulations as applicable, for the time being in force
 - b. Its dealings with its customers will be based on fairness
 - c. Data privacy of the customer is maintained
2. The Company will assist its customers in understanding its products and services by
 - a. Providing information in Hindi, English or any local language
 - b. Explaining their financial implications and helping the customer choose the one that meets his/ her needs
3. The Company will make every attempt to ensure that its customers have a trouble-free experience in dealing with it. However, in case of any instances of disagreement with the service provided by the company to its customers, the same will be dealt with utmost care.

4. In case the customer is not satisfied with the way their complaint is handled, the Company will guide the customer on further procedures of escalation.

Grievance Redressal Mechanism

The company has a structured grievance redressal mechanism in practice where all grievances received via channels as listed on company website and are attended as per a defined timeline.

All grievances are recorded in the Customer Relationship Management (CRM) and an auto-acknowledgement is sent to the customers post the grievance is tagged informing the reference number and turnaround time (TAT) for closure.

Customer Grievances pertaining to Credit Information shall also be addressed by the Customer Service as per the Standard Operation Procedure (SOP) adopted by the Company.

Step 1 -Complaint Registration:

Customers are requested to register their compliant/grievances through any one of the below mentioned channels

| Email | | | |
|---------------|---|---|--|
| | Sno | Complaint with respect to | Email id |
| | 1 | For Two-Wheeler Loans/Car Loan/_Personal Loans (Including Partnerships) and Insurance or data privacy complaints related to it | Customer.care@HeroFinCorp.com |
| | 2 | For Construction Finance, Loan Against Property, Unsecured Business Loan, Corporate Loans and Structured Finance, Supply Chain Finance/ Bill Discounting and Insurance or data privacy complaints related to it | Corporate.care@HeroFinCorp.com |
| Online | https://www.herofincorp.com/reach-us/customercare | | |

| | |
|--------------------|--|
| Write to us | Grievance Redressal Cell, Hero FinCorp Ltd., A-44, Mohan Co-Operative Industrial Estate, Mathura Road, New Delhi – 110044 |
| Call Us | <p>Customers may dial-in on our dedicated Toll-Free line:</p> <ul style="list-style-type: none">- For Two-Wheeler Loans/Car Loan//Personal Loans (Including Partnerships) and data privacy complaints related to it at 1800- 102-4145 from 9:30 AM to 6:30 PM, Monday to Saturday- For Construction Finance, Loan Against Property, Corporate Loans and Structured Finance, Supply Chain Finance/Bill Discounting & Unsecured Business Loans and data privacy complaints related to it at 1800-103-5271 from 10:00 AM to 6:00 PM, Monday to Friday and on the last 2 Saturdays of the month |

Resolution of Grievances

Step 2:

The Customer service team is responsible for the resolution of grievances as mentioned below

Step 3:

It is the foremost duty of the Customer service team to see that the complaint should be resolved completely to the customer's satisfaction.

Any complaint which is partially or wholly rejected (resolution not in line with customer's expectation) shall be automatically escalated to the Internal Ombudsman within 20 days of receipt of complaint (as applicable) (IO) for final decision.

The IO shall examine the complaints based on records available, including documents submitted by the complainant, and comments/clarifications furnished by the Company to the specific queries of the IO. The IO may seek additional information from the complainant through the Company, if required.

Step 4:

Upon decisions/ resolution, a reply will be sent by the Company to the customer through email or post.

| | | | |
|--|---|--|--|
|  Hero <small>FINCORP</small> | Grievance Redressal Policy HFCL – Corporate & Retail | Version: 1.09 Date: 29-Jan-2025 | Approved by: Board of Directors |
|--|---|--|--|

Time Frame

1. If a complaint is received from a customer through any of the above channels, HFCL shall send an auto acknowledgement immediately once the request is received in CRM for all complaints, followed by a communication to the customers with Service Request Number and tentative timelines for resolution
2. After examining the matter, the company will send final response or explain the reason for taking more time to respond and shall endeavor to do so within 30 days of receipt of complaint. However, for Complaints received from Centralized Public Grievance Redress and Monitoring System (CPGRAM), the company shall endeavor to resolve the complaint within 21 days of receipt of complaint and for Insurance Related complaints, the Company will send final response or explain the reason for taking more time to respond and shall endeavor to do so within 14 days of receipt of complaint

Escalation:

Level 1 Escalation-

If a customer is not satisfied with the resolution provided by the "Grievance Redressal Cell" or has not received the resolution within the defined timeframe mentioned above, they may further escalate to the Principal Nodal Officer/ Grievance Redressal Officer.

All Complaints

Ms. Monica Arora,
Address: Hero FinCorp Ltd., A-44, Mohan Co-Operative Industrial Estate, Mathura Road, New Delhi – 110044 Email: nodal.officer@herofincorp.com
Contact Number: 0124-3633945
Monday to Friday, and on the last two Saturdays of the month, 10.00 am to 6:00 pm

Level 2 Escalation-

If the complaint / dispute is not redressed within a period as mentioned above or if not satisfied with the resolution received, the customer may lodge their complaint with RBI at Centralized Receipt and Processing Centre through following mode:

| | |
|------------------|--|
| Online | https://cms.rbi.org.in |
| Email | CRPC@rbi.org.in |
| Write to | Centralised Receipt and Processing Centre Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 |
| Toll Free | 14448 (available 24x7) * |
| | |

Note: The facility to connect to Contact Centre personnel is available from 8:00 AM to 10:00 PM (Monday through Saturday, except National Holidays) for English and Hindi, and ten Regional Languages (Assamese, Bengali, Gujarati, Kannada, Marathi, Malayalam, Odia, Punjabi, Telugu and Tamil).*

For the insurance related complaints, if the complaints/dispute is not redressed within a period of 14 days, the customer may appeal to the IRDAI (Insurance Regulatory & Development Authority of India)

| | |
|------------------|--|
| Website | https://bimabharosa.irdai.gov.in |
| Email | complaints@irdai.gov.in |
| Toll Free | 155255 or 1800 4254 732 |
| Write to | General Manager Insurance Regulatory and Development Authority of India (IRDAI) Policy holder's Protection & Grievance Redressal Department – Grievance Redressal Cell Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500 032 |

Review Mechanism

Periodical MIS on complaint is generated and circulated amongst the senior officials of the Company for their review and further instructions, if any. A consolidated report of such reviews/MIS is submitted to the Board at quarterly intervals



Display of policy

The policy is displayed prominently, for the benefit of the customers, at all service delivery units / places of the Company where business is transacted. The customers can also access the policy on company website via <https://www.herofincorp.com/company-policies>

Policy Review

This policy shall be amended or modified with approval of the Board. The policy shall be reviewed by the Board on an annual basis. Consequent upon any amendments in RBI Master Directions or any change in the position of the Company, necessary changes in this policy shall be incorporated and approved by the Board.