SOLOMON CAPITAL PRIVATE LIMITED (SCPL)

GRIEVANCE REDRESSAL POLICY

Document Title	Grievance Redressal Policy
Effective Date	15.10.2024
Frequency of review	As and when required
Document Owner	Compliance department of the Company
Document Approver	Board of Directors

CIN NO : U65999HR2014PTC098024
+91-8282824-644 info@solomonfintech.com www.solomonfintech.com
ADDRESS : 498, 3rd FLOOR, UDYOG VIHAR PHASE 3, GURUGRAM, HARYANA, 122016

INDEX

1. INTRODUCTION

Solomon Capital Private Limited (hereinafter referred to as "SCPL" or "the company") believes that providing prompt and efficient customer service is essential to retaining existing relationships as well as a key factor in sustaining business growth. Addressing customer complaints is a cornerstone of good customer service. This policy details complaint handling through a structured grievance redressal framework including a review mechanism to minimize such issues in future. The Policy is drawn-up in compliance with the Reserve Bank of India (RBI) Master Direction – Non-Banking Financial Company – Scale Based Regulation Directions, 2023 dated October 19, 2023 (as updated from time to time) and approved by the Company's Board of Directors.

2. PURPOSE/KEY COMMITMENTS

The purpose of this Policy is to ensure that:

i. All customers are treated fairly and in an unbiased courteous manner at all times;

ii. All complaints raised by customers are handled promptly and effectively in the promised timeline;

iii. All employees act in good faith, without prejudice to the interest of the customers, and within the policies of SCPL; and

iv. Customers are fully informed about the different channels to escalate their grievances, both within the organization as well as with the RBI*, if they are not fully satisfied with the resolution proposedby SCPL.

3. GRIEVANCE REDRESSAL OFFICER:

The Board of Directors of the Company has appointed a Grievance Redressal Officer (GRO), who shall be responsible for overall functioning of the Grievance Redressal Mechanism of the Company. The Grievance Redressal Officer shall also be responsible to address grievances escalated to him / her and for ensuring prompt and efficient functioning of grievances redressal mechanism.

4. GRIEVANCE REDRESSAL PROCESS / MECHANISM

a) Registration of complaints / grievances and Acknowledgement

Customers who wish to register their complaints or provide feedback may use either of the followingchannels: -

- Call Centre: Call the Customer Service Helpline at from 9:30 am and 18:00 Monday – Friday,except on public holidays.

- Electronic mail: E-mail SCPL at solomoncapitalpvtltd@gmail.com
- Write to address below:

Solomon Capital Private Limited
3rd Floor, Plot No-498, Udyog Vihar
Phase III, Gurgaon, Sadar Bazar, Haryana - 122001

For proper resolution, Customer is requested to mention the Loan application number or Loan Account number while filing the complaint. Anonymous complaints will not be addressed.

b) Resolution Process

(i) On receipt of complaint, the Company shall, within five days, send an acknowledgement of the same to the complainant. Such acknowledgment will have an acknowledgement number that can be used to track the status of the grievance resolution and will indicate the turnaround time for response/ resolution of the complaint. All the complaints received shall be recorded.
(ii) The Company shall ensure that all complaints are resolved in a timely and effective manners, and status of resolution / closure of complaints in records is updated.
(iii) The Company shall monitor the complaints status to ensure that the complaints are resolved within 30 days of receipt of complaint.
(iv) If in any case, the Company needs additional time, the Company will inform the customer the reasons of delay in resolution within the timelines specified above and provide expected time lines for resolution of the complaint. In case the complaint is not resolved within the given timeframe or if the customer is not satisfied with the resolution provided by the company, the customer can contact the Grievance Redressal Officer. The name and contact number of the Grievance Redressal Officer are as below.
(v) It is to be noted that Grievance Redressal Machinery of SCPL will also deal with the issue relating to services provided by the outsourced agency, if any.

c) Addressing/ handling of complaints

In case the complaint is not resolved within the given timeframe or if the customer is not satisfied with the resolution provided by the company, the customer can contact the Grievance Redressal Officer. The name and contact number of the Grievance Redressal Officer are as follows:

Mr. Jitendra Kumar
Tel: 09773977702
Email: jitendra.kumar@rupee112.com
(From 10.00 am and 6:00 pm, Monday – Friday, except on public holidays)

d) Escalation of Complaints

If a customer is not satisfied with the resolution provided through various channels or if the complaint is not addressed within a period of 30-days, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Supervision of RBI (DoS) under whose jurisdiction the Registered Office of the Solomon Capital Private Limited falls. The details of DoS are as follows:

The Reserve Bank of India
Department of Supervision,
6, Sansad Marg, New Delhi-110001
Tel: 011-2371 4456/ 0538 Fax: 011-2375 2188
E-mail: cgmicdosco@rbi.org.in

e) Time frame for response

The turn-around time for responding to the complaints are as follows:

i. Fraud cases, legal cases and cases which need retrieval of aged documents or records: 21-days
ii. Installments cases: 30-days
iii. Cases involving third-parties (i.e. dealers, banks, other NBFCs, etc. . .): 30 to 45-days
iv. For complaints received from a regulator, the timelines mandated by the respective regulatorwill be followed.
v. Cases other than the ones specifically mentioned above: 15-days
vi. If it is determined that a case will need additional time, the company will promptly inform the customer or the regulator regarding the requirement for additional time along with an anticipated timeline for providing response.

5. SUPERVISION AND MONITORING

Customer Grievance Register and Action Taken Report

a) All complaints will be entered in the Customer Grievance Register (CGR) that shall include:

i. the full details on the customer (e.g. name, address, account number and contact details);
ii. date of receipt;
iii. the complaint itself; and
iv. any supporting media provided.

b) Actions initiated or taken to resolve the matter along with the status of the complaint shall be maintained in Customer Grievance Register,

c) The Grievance Redressal Officer (GRO) will circulate the monthly Action Taken Report (e.g. open complaints on the CGR) on all the complaints received, within seven-days of month-end, to the ManagingDirector.

- Reporting to the Board of Directors

  A summary of customer grievances along with actions initiated shall be presented to the Board at least annually. The report shall contain the number of complaints received, both disposed of and pending, along with reasons thereof, which will be placed before the Board for guidance or comment

6. MEASURES FOR GRIEVANCE REDRESSAL

SCPL will be using various measures for dealing with customer grievances in the most effective manner. Such measures are as follows:

- **Mandatory Display Requirements**

The following information will be prominently displayed for the benefit of the customers at all locationswhere the company business is transacted:

- the name and contact details (telephone no, email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company, and
- if the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of DoS of RBI (complete contact details), under whose jurisdiction the registered office of the NBFC is situated.

- **Employee Training & Awareness**

All Operating Staff are properly trained to handle customer complaints. On an ongoing basis, SCPL will conduct training programs for staff on customer service best practices with a focus on minimizing grievances. Included in this training will be a review of past customer complaints, resolutions to those complaints, and an open discussion on how to best prevent such complaints in the future. Further, During the interaction with customers, difference of opinion and areas of friction can arise. Imparting soft skills required for handling customers is an integral part of the training programs for staffs.

7. POLICY REVIEW

The Grievance Redressal Officer will review and assess the adequacy of this Policy in line with RBI updates and recommend changes to Solomon Capital Private Limited's Board of Directors, when and as necessary. Subsequently, any amendments to this Policy must be approved by the Board.