

Ash Grove Capital Private Limited
(Formerly known as Unogrowth Credit India Private Limited)

GRIEVANCE REDRESSAL POLICY

Version History

Version	Approved by	Date of Approval/Review
1.0	Board	29 th June 2025

CONTENTS

S. NO.	PARTICULARS	PAGE NO.
1	BACKGROUND	3
2	REGULATORY REQUIREMENT	3
3	OBJECTIVE	3
4	APPLICABILITY	3
5	KEY PARAMETERS	4
6	OVERVIEW OF CUSTOMER SERVICE	4
7	GRIEVANCE REDRESSAL MECHANISM	4
8	MANDATORY DISPLAY AT THE OFFICE	5
9	REVIEW AND MONITORING	5
10	GENERAL	5
11	POLICY REVIEW	6
12	DISCLOSURE	6

1. BACKGROUND INFORMATION

Ash Grove Capital Private Limited (Formerly known as Unogrowth Credit India Private Limited) (“**the Company**”), a Non-Deposit taking Non-Banking Financial Company (NBFC) holding a valid Certificate of Registration (“CoR”) with Reserve Bank of India (‘RBI’) vide registration no. N-14.03474 dated February 11, 2019 under current RBI classification as NBFC - Investment and Credit Company (NBFC-ICC).

2. REGULATORY REQUIREMENTS

The Grievance Redressal Mechanism Policy has been made as per Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 (as amended from time to time) (“Master Direction”).

3. OBJECTIVES

Customer complaints constitute an important voice of customer, and Ash Grove Capital Private Limited has framed the Policy to lay down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

The Company’s Grievance Redressal Policy fulfils the following principles:

- i. Customers shall always be treated fairly without any bias on all occasions.
- ii. Complaints raised by customers shall be dealt with courtesy and resolved promptly.
- iii. Customers shall be informed of avenues to escalate their complaints within the organization, and their rights in cases when their complaints are not resolved in a timely manner or when they are not satisfied with the resolution of their complaints.
- iv. To comply with the regulatory guidelines as required for this function.

4. APPLICABILITY

This Mechanism applies to all customers of the Company. It encompasses all services and products offered by the company, including but not limited to loans, investments, and customer support. This Mechanism is intended for use in all customer interactions, including face-to-face communications, telephonic conversations, and electronic correspondences. Additionally, it applies to any third-party service providers engaged by the Company in delivering services to customers. All parties involved are encouraged to familiarize themselves with the Mechanism to ensure effective communication and resolution of grievances.

5. KEY PARAMETERS

Followings are some of the key parameters of the Grievance Redressal Mechanism (“GRM”) adopted by the Company:

- (i) Resolution of customer complaints/ disputes/ queries within a prescribed time frame.
- (ii) Ensuring that all complaints/ disputes/ queries of customers are heard and disposed of at least at the next higher level.
- (iii) The Company shall take-up the complaint/ grievance promptly and resolve the matters expeditiously within a period of 30 days. If the complaint/ grievance is not resolved within a period 30 days, the borrower can submit a complaint through the Complaint Management System (“CMS”) portal under the Reserve Bank Integrated Ombudsman Scheme.

All communications shall be in vernacular language/ language understood by the borrower.

6. Overview of Customer Service

Customer interactions are categorized as under:

- I. **Queries (Q)** - Customer requirements which can be attended to and closed immediately, without requirement of further processing.
- II. **Requests (R)** - Customer requirements which need further processing and are not in the nature of complaint.
- III. **Complaints (C)** – Complaints should be raised in the following scenarios:
 - a. Non-closure of request within promised timeframe (TAT);
 - b. Deficiency in promised action and services provided to the customers in writing;
 - c. Breach of agreed terms and conditions of the loan contract;
 - d. Nondisclosure of material terms as required under the Fair Practices Code;
 - e. Action and behaviour of the company employee and partner resulting in wrongful financial loss where customers have cited facts of incident.

7. GRIEVANCE REDRESSAL MECHANISM PROCESS

In case of any grievance, customers can intimate and record their complaints/ grievances to the Grievance Redressal Officer (GRO), who would take steps to resolve the same expeditiously, her details are as follows:

Name: Ms. Neeru Grover

Mobile No: 9266766886

Email id: grievance@ashgrove.in

Add: 90/20, Ground Floor, Malviya Nagar,
South Delhi, Delhi - 110017, India

Customers shall ensure that they quote their application no. / sanction no. / loan account no in every correspondence with the Company regarding their complaint. Anonymous complaints will not be addressed in terms of this Customer Grievance

Redressal Mechanism.

If customer's complaint/concern is not redressed within a period of 30 days, customer can lodge a complaint on the RBI CMS portal - <https://cms.rbi.org.in>

Or send a complaint form to the below-mentioned address:

Centralised Receipt and Processing Centre,

Reserve Bank of India, 4th Floor,

Sector 17, Chandigarh – 160017

Tollfree Number- 14448

8. MANDATORY DISPLAY AT THE OFFICE

At the operational level, the Company shall display the following information prominently, for the benefit of its customers, at all of its places of business:

- (a) the name and contact details (Telephone / Mobile nos. / email address) of the Grievance Redressal Officer who can be approached by the customer for resolution of complaints against the Company.
- (b) If the complaint/dispute is not redressed within a period of 30 days, the customer may lodge a complaint on the RBI

9. REVIEW AND MONITORING

The Company reviews and monitors the grievances received in the following manner:

- On frequent basis, the status of resolutions of complaints/grievances shall be monitored by the authorized staff and put before the In-charge.
- On frequent basis, compliance to the fair practices code, including all the grievances received, resolutions provided, and the turnaround time, shall be reviewed by the Board.
- On annual basis, the Board reviews the functioning of the Fair Practice Code, including the effectiveness of the Grievance Redressal Mechanism.

10. GENERAL:

This policy shall not be used to bring frivolous or malicious complaints against the Company. Making a knowingly false complaint subjects the customer to disciplinary or corrective action. However, if a legitimate concern has been raised in good faith and an investigation finds the concern to be unfounded, no action will be taken.

Notwithstanding anything contained in this Policy, the Company shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such

laws/regulations or otherwise and applicable to the Company from time to time.

11. POLICY REVIEW

The Board shall review the grievance redressal policy on an annual basis or at earlier intervals, in case of any regulatory changes necessitating such interim reviews.

12. DISCLOSUREs

This policy shall be uploaded on the website of the Company located at www.ashgrove.in

The Company reserves the right to record and maintain a repository of all communications between the Complainant (s) and the Company, including but not limited to emails, notices, letters, messages, digital messages and all other forms of verbal and written communications for the purpose of complying with applicable laws and regulations.