

Integrated Ombudsman Scheme, 2021 Salient Features

The integrated Ombudsman Scheme 2021 of RBI adopts 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral.

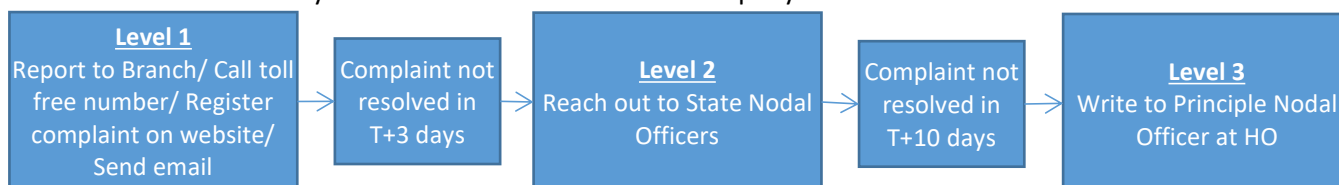
- ◆ The Scheme is expected to serve as the guide for handling customer grievances in an efficient and transparent manner.
- ◆ This will help in maintaining a healthy customer relationship, build greater trust and reinforce the organisation with enhanced customer focus and commitment.

A. Grounds for filing a complaint by a customer:

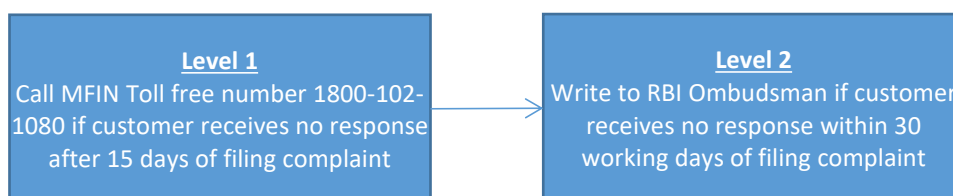
- I. Not conveyed the amount of loan sanctioned, terms & conditions, annualized rate of interest, etc.
- II. Failure/refusal to provide sanction letter in vernacular language.
- III. Notice not provided for changes in agreement, levy of charges.
- IV. Failure to ensure transparency in contract/loan agreement.
- V. Failure/ Delay in releasing securities/ documents.
- VI. Failure to provide legally enforceable built-in repossession in contract/ loan agreement.
- VII. RBI directives not followed by NBFC.
- VIII. Guidelines on Fair Practices Code not followed.

B. Internal and External Escalation Matrix for Customers

The customer can follow the internal escalation matrix in case their complaint is not addressed at any of the lower levels within the company.



External escalation matrix is shown below



C. Customer grievance redressal channels

IIFL Samasta Finance Ltd. (ISFL) has set up a dedicated team to address customers' grievances which are monitored by the Customer Grievance Redressal Officer. Customers of ISFL can reach out to the company through various channels to raise their grievances as follows -

1. Report to Branch Manager/ Field Team
2. Call to ISFL Toll free number - 1800-120-8868
3. Email ID - customer.care@iiflsamasta.com
4. Register on ISFL website Customer Grievance page

D. Channels to file a complaint with Ombudsman

1. Complaints can be filed through any of the following modes:
2. Online on <https://cms.rbi.org.in>
3. Write a letter to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the format.
4. Call toll-free number – 14448 (between 9:30 am to 5:15 pm)