

GRIEVANCE REDRESSAL POLICY

Ummeed Housing Finance Private Limited (“the Company” or “Ummeed”), believes in providing efficient and prompt service to its customers. With a view to serving our customers, the company has come up with this Grievance Redressal Policy (said policy). The said policy also deals with the complaint/ grievance of customers with respect to services provided under any outsourced arrangement. This policy is Board-approved, aligned with the Fair Practices Code (FPC) of the Company, and compliant with applicable regulatory directions issued by the Reserve Bank of India (RBI) and the National Housing Bank (NHB).

Objectives

- To establish a structured mechanism for the prompt redressal of customer complaints.
- To comply with the Fair Practices Code and ensure transparency in dealings with customers.
- To ensure oversight and accountability for grievance handling across all levels of management.
- To safeguard customer rights in line with regulatory requirements.

Governance and Board Oversight

- The Board of Directors shall approve this policy and review its implementation at periodic intervals.
- A consolidated report on complaints received, resolved and pending, shall be placed before the Board on a regular basis.
- The policy shall be reviewed annually or earlier if required by regulatory changes.

Grievance Redressal Mechanism (GRM)

Level 1 – Customer Care

Customers may register their complaint through any of the following channels:

- Phone: 18002026127 (09:30 AM to 06:00 PM, excluding holidays); or
- Email: customercare@ummeedhfc.com / enquiry@ummeedhfc.com; or
- Walk-in: At the nearest branch office.

An acknowledgement/response with a complaint reference number will be sent within a week, mentioning the name & designation of the officer handling the grievance.

If the complaint is relayed over the toll-free phone number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.

Level 2 – Head of Customer Service (First Internal Escalation)

If the customer does not receive any response within the above-mentioned timeline, then after 7 working days, or is dissatisfied with the resolution provided, the customer may escalate the matter to:

Mrs. Veena Mishra

Head – Customer Service

Ummeed Housing Finance Private Limited,
Office No. 2009-2014, 20th Floor, Magnum Global Park,
Golf Course Extension Road,
Sector 58, Gurgaon, Haryana - 122011
Email ID: service@ummeedhfc.in

Level 3 – Grievance Redressal Officer (Final Internal Escalation)

If the complaint is not resolved within above mentioned timelines under Level 1 & 2, or if the customer is not satisfied with the resolution, then the Customer after 7 working days of making escalation to Level 2, may escalate the matter to the Company's Grievance Redressal Officer:

Mr. Siddharth Berry

Grievance Redressal Officer

Ummeed Housing Finance Private Limited,
Office No. 2009-2014, 20th Floor, Magnum Global Park,
Golf Course Extension Road,
Sector 58, Gurgaon, Haryana - 122011
Email ID: grievance@ummeedhfc.in
Contact No.: 7428598031

- It is advised to customers to provide Loan details and customer issue in detail for quick redressal. We assure you that your complaint will be looked into at the earliest.
- Complaints will be resolved at the earliest possible time. The Company will endeavor to resolve the complaint within 7 working days at each level of escalation. Where additional time is required, an interim response will be sent to the customer indicating the expected timeline for resolution. In any case, the Company shall send its final response, or an explanation of why more time is needed within a maximum of 30 days from the date when the complaint was first raised.
- While the concerned team works on the complaint towards resolution, an interim response intimating the actual time that will be taken to resolve the issue will be sent to the customer.
- After examining the matter, the Company shall send the customer its final response or, if more time is required, provide an explanation for the delay. In all cases, a response shall be provided within 30 days from the date when the complaint was first raised. If the customer remains unsatisfied with the response, or if the complaint is not resolved within 30 days, the customer may escalate the matter to the National Housing Bank (NHB).

Level 4 - External escalation

In case you do not receive response from the company within a period of one month or your complaint has not been resolved to your satisfaction, you can also approach the Complaint Redressal Department of National Housing Bank by lodging its complaints in Online mode at the link: [https://grids.nhbonline.org.in/\(S\(r3ep3nauzqhjria21ha42gms\)\)/Complainant/Default](https://grids.nhbonline.org.in/(S(r3ep3nauzqhjria21ha42gms))/Complainant/Default) OR in offline mode by post, in prescribed format available at link: <https://nhb.org.in/wp-content/uploads/2021/08/complaint-form.pdf> on National Housing Bank's website.

You may fill and send the form along with letters or enclosures, if any, by post or courier to the following address:

Grievance Redressal Department (GRD)/ Complaint Redressal Cell
National Housing Bank
Core 5A, India Habitat Centre Lodhi Road
New Delhi -110 003

Insurance Grievance Redressal (Corporate Agent Activities)

Ummeed Housing Finance Private Limited, in its capacity as a Corporate Agent for distribution of insurance products, shall also address grievances arising out of insurance solicitation, sale and servicing activities, in line with applicable regulatory requirements including IRDAI (Protection of Policyholders' Interests) Regulations, 2017 and guidelines issued by the Insurance Regulatory and Development Authority of India (IRDAI).

Scope of Insurance Grievances

Insurance-related grievances may include, but are not limited to:

- Mis-selling or inadequate disclosure of insurance products;
- Delay in policy issuance or incorrect policy issuance;
- Issues related to premium payment, policy servicing or endorsements;
- Assistance required in claim processing or claim-related concerns;
- Any dissatisfaction with conduct of Company's representatives in relation to insurance distribution.

Mechanism for Handling Insurance Grievances

- Customers may lodge insurance-related complaints through the same channels specified under the Grievance Redressal Mechanism of this Policy.
- All such complaints shall be clearly identified and recorded as "Insurance Grievances" in the Company's system.
- The Company shall coordinate with the respective insurance company (insurer) for resolution of such complaints and shall facilitate communication between the customer and the insurer.
- While the insurer is responsible for policy servicing and claim decisions, the Company shall extend necessary support to customers in documentation and follow-up for resolution.

Escalation Framework for Insurance Grievances

Level	Name	Escalation time frame w.r.t Received date
Level 1	Customers may register their complaint through any of the following channels: • Phone: 18002026127 (09:30 AM to 06:00 PM, excluding holidays); or • Email: customercare@ummeedhfc.com / enquiry@ummeedhfc.com; or • Walk-in: At the nearest branch office. If the complaint is relayed over the toll-free phone number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.	3 days

Level 2	<u>Grievance Redressal Officer</u> If the complaint is not resolved within above mentioned timelines under Level 1, or if the customer is not satisfied with the resolution, then the Customer after 6 days, may escalate the matter to the Company's Grievance Redressal Officer: Mr. Siddharth Berry Grievance Redressal Officer Ummeed Housing Finance Private Limited, Office No. 2009-2014, 20th Floor, Magnum Global Park, Golf Course Extension Road, Sector 58, Gurgaon, Haryana - 122011 Email ID: grievance@ummeedhfc.in Contact No.: 7428598031	6 days
Level 3	<u>Principal Officer</u> If the complaint is not resolved within the above-mentioned timelines under Level 2, or if the customer is not satisfied with the resolution, then after 10 days the customer may escalate the matter to the Company's Principal Officer: Mr. Shariq Ul Nabi Khan Principal Officer Ummeed Housing Finance Private Limited, Office No. 2009-2014, 20th Floor, Magnum Global Park, Golf Course Extension Road, Sector 58, Gurgaon, Haryana - 122011 Email ID: principalofficer@ummeedhfc.com Contact No.: 9873595666	10 days

The Insurance Companies & Corporate Agent will mutually co-ordinate for end to end closure of complaints raised and resolve with fair resolution to the Policy Holder within 14 days from date of raising the complaint. The Complaint register will be maintained by the Principal officer and will be made available to IRDAI as and when demanded.

External escalation (Insurer Level Escalation)

The complaint shall be shared with the insurance company concerned for resolution, wherever required. The Company shall coordinate and follow up with the insurer to ensure timely resolution. In case the grievance remains unresolved or the customer is not satisfied with the response, the customer may approach at <http://www.policyholder.gov.in/report.aspx#> or <https://bimabharosa.irdai.gov.in/> or Email to complaints@irdai.gov.in

In case the customer is not satisfied with the resolution provided by the above, then he/she may be guided to the **Insurance Ombudsman**.

Timelines and Resolution

- Insurance grievances shall be acknowledged and resolved within the timelines specified under this Policy and as may be prescribed under applicable IRDAI regulations.

- The Company shall endeavor to ensure timely resolution in coordination with the concerned insurer. Where resolution requires involvement of the insurer, the customer shall be kept informed of the progress.

Customer Awareness and Escalation

- Customers shall be informed about the availability of insurer grievance channels and external escalation mechanisms including IGMS and Insurance Ombudsman.
- The Company shall ensure transparency in communication and provide necessary details to enable customers to escalate their complaints, if required.

Monitoring and Reporting

- Insurance grievances shall be monitored separately and included in the periodic grievance MIS placed before the senior management and the Board.
- The Company shall take necessary steps to identify systemic issues, including instances of misselling and take corrective actions as required.
