

# Grievance Redressal Mechanism Policy

## 1. PREAMBLE

Customers are the lifeblood of any business. There is growing relevance of excellence in customer service to propel growth considering the intense competition in the financial services sector. Grievance Redressal Mechanism is part and parcel of the machinery of any organization providing financial services to the public at large. No organization can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redressal mechanism. In fact, the grievance redressal mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

**Uni P2P Platform Private Limited** (hereinafter referred to as “**UNIP2P** or **Company**”) formerly known as ‘OHMY Technologies Private Limited’ is duly authorised by the Reserve Bank of India (RBI) to function as a **Non-Banking Finance Company- Peer to Peer Lending (NBFC-P2P)**. Accordingly UNIP2P is also governed by regulations made under the RBI's **Circular No. RBI/DNBR/2017-18/57** vide Notification No. **Master Direction DNBR (PD) 090/03.10.124/2017-18** issued a "**Master Directions - Non-Banking Financial Company – Peer to Peer Lending Platform (Reserve Bank) Directions, 2017**" or (**MD-P2P**) updated from time to time.

UNIP2P has developed a grievance redressal framework based on MD-P2P for promptly attending to grievances of the customers in respect of various issues pertaining to its P2P platform provided to the lenders/investors and borrowers.

## 2. BRIEF DESCRIPTION OF THE POLICY

Customer service is the core of our organization's philosophy. We strive to ensure that our customers receive exemplary service across different touch points. The policy framework lays down requirements related to grievance assessment, its registration, escalation, redressal, resolution of complaints received by UniP2P and periodic review of all related records.

The policy is also available for public in general on our website – [www.unip2p.in](http://www.unip2p.in)

## 3. OBJECTIVE

The objective of this policy is to ensure that:

- All customers are treated fairly at all times and responded with courtesy.
- Customers are made fully informed of avenues to escalate their grievances within the UNIP2P and their right to escalate further, if they are not satisfied with the UNIP2P's response
- All complaints are dealt with efficiently & equitably and addressed within a reasonable time frame to the satisfaction of the customers.
- UNIP2P employees approach the grievances in good faith and without prejudice and are sensitized to the importance of customer acquisition and retention.

## 4. SCOPE

In order to make the UNIP2P's grievance redressal mechanism more meaningful and effective, a structured system has been built covering all areas of services provided by the UNIP2P, its partners and associates, including business correspondents, DSAs or any other outsourced services engaged by the UNIP2P.

There is a structured and well publicized mechanism for customers to register their grievances with the Company. This system ensures that the redressal provided is just & fair and is within the given framework of rules and regulations applicable to the UNIP2P. All our employees are aware of the Grievance Redressal Mechanism of the UNIP2P.

## 5. PRINCIPLES OF GRIEVANCE REDRESSAL

The guiding principles of the approach to grievance redressal are as follows:

- **Accessibility:** The UNIP2P provides to its customers information its website and app to register their grievance and assist the customers in raising their concerns at appropriate forums within the UNIP2P.
- **Acknowledgment and Resolution of Grievances:** The UNIP2P acknowledges the receipt of complaints received through published channels and arrange to communicate the resolution within the defined time frame.
- **Transparency:** The UNIP2P shall acknowledge the receipt of the complaint appropriately and will communicate the turn-around-time (TAT) for issues to be redressed. Investigation and resolution time will be communicated transparently.
- **Escalation:** The UNIP2P shall make the information, on the process of escalation of complaints to the next level in case the customer is not satisfied with the resolution provided by the current level in the UNIP2P, available at its offices, website, app & at the customer care centre.
- **Customer Education:** The UNIP2P, through various forums and means shall endeavour to make continuous efforts to educate its customers to enable them make informed choices regarding its available products, services, other facilities to reduce errors in processes and transactions.
- **Review:** The UNIP2P have established forums at various levels to review various customer grievances and enhance the quality of customer service.

## 6. GRIEVANCES HANDLING MACHINERY

UNIP2P has an appropriate grievance redressal procedure and the levels of escalation for the customers to escalate their complaints or grievances if any in case they are not satisfied with the response received. The detailed escalation matrix is displayed at the UNIP2P's website and office.

### A. Display of information on Grievance Redressal Mechanism by UNIP2P

- Displaying the name, address and contact details of the Principal Nodal Officer (PNO), Grievance Redressal Officer (GRO) with an appropriate Escalation matrix at prominent places for public access.
- Displaying Contact details of RBI's Internal Ombudsman (RBI-IO) of the respective geography.

### B. Resolution of Grievances

- Customers are intimated that they can record their grievances, if any, through an email or telephonically/verbally on customer care number provided in the agreement or website or app.
- Our Customer Service Department is primarily responsible for the resolution of all types of customers queries, requests, and complaints and their escalations within a given timeframe.
- It is a foremost duty of UNIP2P's Customer Service Officials to see that the complaint is resolved completely to the customer's satisfaction and if the customer is not satisfied, then he / she is provided with alternate avenues to escalate the grievance.
- Likewise, each channel /service touch point of receiving customer grievances has experienced officials responsible for ensuring timely resolution of the grievances raised by the customers at such channels.
- Communication of UNIP2P's stand to the customer on complainants which require more time for examination of the issues involved are kept informed of the progress by UNIP2P.

### C. Service Touch points are as indicated below –

- a) **Phone:** Customer can call our dedicated Customer Care number at 080 6821 6821 (Select UNIP2P) between 08:00 Hrs to 18:00 Hrs from Monday to Saturday .
- b) **Email:** Customers can write to us at the following email id for their care@unip2p.in

- c) **Post-Mailer/Letter:** Customers can send their specific queries/issues/complaints directly through letter/post-mailer to our Customer Care office as per address mentioned -

To, The Head,

Customer Service Division

C/o Uniorbit Technologies Private Limited,

Obeya Spruce ,4th Floor, Signet Building, Survey No.13/1,Embassy Signet, Embassy Tech Square, Kaverappa Layout, Kadubesanahalli, Marthalli , Sarjapur Outer Ring Road, Bengaluru 560103, Karnataka

- d) **Other Designated officials to handle escalated grievances** - The UNIP2P has placed senior officials as its Grievance Redressal Officer and Principal Nodal Officer responsible for the implementation of the complaint handling process for the UniP2P. The name and contact details of these designated officials are displayed on UNIP2P offices, notice boards and on the website. The Principal Nodal Officer, before communicating a negative decision / or partial relief to the complainant, will refer the case internally for final views. If the customer is still not satisfied with the response of the UNI, then customer has an option to approach the RBI Ombudsman with his / her complaint or to other avenues available for grievance redressal.

- e) **RBI's Integrated Ombudsman Scheme**

UNI is covered under the Integrated Ombudsman Scheme (as amended from time to time) of the Reserve Bank of India. As per this scheme, any customer who does not receive a 'final response' within 30 days from the date when the issue was raised, or, if the complainant is dissatisfied with the UNIP2P's response, can approach the Integrated Ombudsman of RBI for an independent review.

## **7. REVIEW MECHANISM AND ESCALATION MATRIX**

In case the customer does not receive a response within the number of days indicated below for each level or if the customer is dissatisfied with the response received from the UNI, the customer may escalate the complaint to the next level as indicated below –

### **Level-1 : Customer Care Team**

Customer can contact our customer service team through an email at “care@unip2p.in” and or the contact number / phone at “080-6821 6821 (Select UniP2P)” which provides online resolution to your queries / complaints across channels. The customer would receive a response with an interaction number immediately and due efforts will be taken to resolve the grievance well before that. The team will address your concern / query with utmost priority within 24 hours during working business days from receipt.

### **Level-2 : Grievance Redressal Officer**

If the customer is not satisfied with the resolution provided by the above channels/service touch point, or if the customer does not hear from us in 7 days, the customer can write to the Grievance Redressal Officer at “gro@unip2p.in” by mentioning their complaint reference number provided to them in their earlier interactions, along with their loan account number to help us understand and address specific concerns.

### **Level-3 : Principal Nodal Officer**

In the unlikely event that customer issues remains unresolved/ rejected/partially resolved to customer satisfaction despite escalating to the Grievance Redressal Officer, in such case for further examination, customers can reach out to our Principal Nodal Officer at “pno@unip2p.in”.

**Level-4: RBI Integrated Ombudsman**

In case customer have not received a resolution within 30 days of filing their complaint with Uni, then they can feel free to reach out to the Reserve Bank India under the RBI's Integrated Ombudsman Scheme, 2021. A copy of the scheme as posted on the RBI website and can be found here . Address and area of operations of the Ombudsmen can be referred to here.

E-mail : [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

Alternatively, the complainant may raise the complaint electronically on RBI's Complaint Management platform: <https://cms.rbi.org.in>

**8. FORCE MAJEURE**

UNIP2P shall not be liable to compensate Participants for delayed resolutions if any unforeseen event (including but not limited to epidemic, pandemic (as declared by the World Health Organization) lockdown, acts of God; fire; explosion; any law, order, or regulation of the Republic of India or other national, state or local government or any civil or military authority; or by national emergencies, wars or strikes, damage to UNIP2P or of its agents, absence of the usual means of communication or all types of transportation, etc., beyond the control of UNIP2P prevents it from performing its obligations.

**9. REVIEW AND REVISION OF THE POLICY**

This Policy is subject to revision in accordance with the RBI guidelines issued periodically and it will regularly reviewed for the appropriate functioning of the grievances redressal mechanism across different management levels. The Board UNIP2P retains the exclusive authority to effectuate any requisite alterations, amendments, or modifications to the Policy at regular intervals as deemed necessary. Such revisions shall be executed in strict adherence to applicable legal and regulatory requirements, ensuring the Policy remains compliant with all pertinent laws and regulations. This provision underscores UNIP2P's commitment to maintaining a robust and effective grievance redressal mechanism in line with the highest standards of Corporate Governance and Customer service.

## UNIP2P's - Internal Ombudsman

As per the Integrated Ombudsman Scheme-2021, below are details of the Grievance Redressal Officer, Principal Nodal Officer for Uni P2P Platform Private Limited and also details of the regional RBI Integrated Ombudsman.

Grievance Redressal Officer (GRO)	Principal Nodal Officer (PNO)	RBI Integrated Ombudsman (RBI-IO)
<b>Pravin Raj</b>	<b>Pravin Raj</b>	<b>The Integrated Ombudsman</b>
Uni P2P Platform Pvt Ltd, Customer Service Division C/o Uniorbit Technologies Private Limited, Obeya Spruce ,4th Floor, Signet Building, Survey No.13/1,Embassy Signet, Embassy Tech Square, Kaverappa Layout, Kadubesanahalli, Marthalli , Sarjapur Outer Ring Road, Bengaluru 560103, Karnataka.	Uni P2P Platform Pvt Ltd, Customer Service Division C/o Uniorbit Technologies Private Limited, Obeya Spruce ,4th Floor, Signet Building, Survey No.13/1,Embassy Signet, Embassy Tech Square, Kaverappa Layout, Kadubesanahalli, Marthalli , Sarjapur Outer Ring Road, Bengaluru 560103, Karnataka	The Integrated Ombudsman,  Reserve Bank of India, Centralized Receipt and Processing Centre (CRPC), Central Vista, Sector-17, Chandigarh- 160 017
080-6821 6821 (Select UNIP2P)	080-6821 6821 (Select UNIP2P)	
gro@unip2p.in	pno@unip2p.in	crpc@rbi.org.in