

PARTICIPANT GRIEVANCE REDRESSAL POLICY

1. BACKGROUND

- 1.1. The Reserve Bank of India (“**RBI**”) issued the Master Directions – Non-Banking Financial Company – Peer to Peer Lending Platform (Reserve Bank) Directions, 2017 bearing No. DNBR (PD) 090/03.10.124/2017-18 dated October 4, 2017 as updated on February 23, 2018 (“**Master Directions**”). These Master Directions require every Non-Banking Financial Company – Peer to Peer Lending Platform (“**NBFC-P2P**”) to implement a Participant Grievance Redressal Mechanism.
- 1.2. Visionary Financepeer Private Limited (“**Company**”) is a peer to peer lending platform that is applying to the RBI for a registration as NBFC-P2P. For this purpose, the Company also has to implement such a policy in accordance with the Master Directions of the RBI.
- 1.3. In this context, the Board (defined below) of the Company proposed this Participant Grievance Redressal Policy (“**Policy**”). The Board held a meeting on November 1, 2017. At this meeting, this Policy was approved by the Board. The Policy has been created in line with the Master Directions. The Board shall review the process set out in this Policy at regular intervals to ensure that the Company is adhering to all RBI directions issued from time to time.

2. POLICY OBJECTIVES

The Company’s website www.financepeer.com (“**Platform**”) has borrowers and lenders transacting on it (“**Participants**”). The Company understands that it is essential to have an effective and transparent compliant resolution mechanism in place for the Participants. The Company recognizes that a key component of this mechanism is provision of a means of communicating with the Company to the Participants and instituting internal processes to address all Participants’ concerns. The Company has executed and implemented the following Grievance Redressal Mechanism for this purpose.

3. GRIEVANCE MECHANISM SYSTEM AND PROCESS

- 3.1. The Company aims to provide consistent, quality service to the Participants and limit the opportunities for grievances on the part of Participants. However, it shall, on the Platform, clearly indicate to the Participants that they can raise and record any grievances in relation to the Platform and the service provided by the Company.
- 3.2. In order to register a complaint or grievance, the Participant can avail of any of the following options:

- 3.2.1. Phone

The Participant can call the Company’s dedicated helpline number +91 7406 795633 between 9:00 a.m. to 6:00 p.m. on Mondays to Fridays, except public holidays.

3.2.2. Email

The Participant can write to the Company at this email ID - support@financepeer.com for complaints.

3.2.3. Letter

Participants can write to the Company at:
Financepeer
Peninsula Business Park,
Tower B, 19th floor,
Ganpatrao Kadam Marg,
Lower Parel West, Mumbai-400013

3.3. Important conditions for addressing grievances

Participants are required to fulfill the following guidelines while filing complaints or grievances addressed to the Company:

3.3.1. E-mail complaints must be sent from the registered e-mail id of the Participant, as available on the Company's records.

3.3.2. The Participant should mention his/her PAN and registered mobile number in the complaint.

3.3.3. The complaint/grievance should indicate the specific loan number that has been assigned by the Platform, which the complaint/grievance relates to.

3.3.4. The Participant should not submit any anonymous complaints.

4. RESOLUTION OF GRIEVANCES

4.1. Any complaint received by the Company over email or letters shall be acknowledged by it promptly and a complaint reference number ("**CRN**") shall be issued with the acknowledgement.

4.2. If a grievance/complaint is received over a phone call, the Company shall issue a CRN to the Participant immediately on that phone call.

4.3. The details of the Grievance Redressal Officer ("**GRO**") will be provided on the Platform. Upon receiving the grievance/complaint, the GRO shall promptly and no later than 10 (ten) days from the date of receipt of the grievance/complaint, take steps to resolve the grievance/complaint.

5. ESCALATION MATRIX

5.1. Primary Level

- 5.1.1. If the Participant is not satisfied with the resolution received from the above channels, or if the Participant does not hear from the Company in 14 (fourteen) business days, the Participant can send an email to the GRO of the Company at gro@financepeer.com and contact them at +91 88842 00098.
- 5.1.2. While writing to the GRO, the Participants should identify the complaint using the CRN, along with their loan account number.
- 5.1.3. The Company shall respond to the Participant within 14 (fourteen) business days from the date of receipt of the complaint. The Company shall exercise due efforts to resolve the complaint as early as possible within that time frame.
- 5.1.4. If the Company does not receive any further communication from the Participant, within the 15 (fifteen) days from the Participant receiving a response from the Company regarding the complaint/grievance, the complaint/ grievance shall be treated as satisfied.

5.2. Secondary Level:

- 5.2.1. If the Participant is not satisfied with the resolution received or if the Participant does not hear from the Company in 30 (thirty) days, then he/she may escalate his/her grievance to the RBI at the below address:

Consumer Education and Protection Department

Attn: Chief General Manager

Reserve Bank of India
1st Floor, Amar Building
Sir P.M. Road,
Mumbai - 400001.

- 5.2.2. A consolidated summary of all the grievances, pending and closed, will be submitted to the Board of Directors of the Company every quarter, by the GRO, for compliance purposes.