



GRIEVANCE REDRESSAL POLICY(GRP)

Mansa Mata Finance Private Limited (“Company”), believes in the theory of satisfaction of the customers as the principal focus and hence Company strives to provide the best possible services within legal framework along with fair and ethical practices. Company is continuously striving to comply with the governance system and delivering services with complete transparency. Company has placed through an appropriate GRP within the organization to resolve disputes arising in this regard. Such a policy ensures that all disputes arising out of the decisions of the operations team are heard and disposed of at least at the next higher level.

In case of any complaint / grievance, the customer can make his complaint through any of the following modes:

1. Email info@mansamatafinance.com
2. Direct Number: 022-29273900

In case customer chooses to log his complaint through email, an email response will be sent to the customer, acknowledging his complaint and expected time of resolution. These complaints will be received by senior management of the Company in Mumbai. These complaints would be then taken forward for rightful and appropriate resolution.

In case customer chooses to log his complaint at the office he would be requested to give the complaint in writing, incase customer is not able to write then, the available person at the reception or from the team will help him/her fill his details in a sheet and provide him/her with an acknowledgement and with expected time of resolution. These complaints will be regularly monitored by the senior management to ensure effective resolution and escalation. The company will not only ensure that all the complaints received are recorded and resolved,

but also ensure effective monitoring / escalation mechanism to the highest levels responsible to ensure that none of the complaints remain unresolved.

All disputes arising out of the decisions of operational team in relation to any products and services shall be heard and disposed of at least at the next higher level.

Therefore, Company has developed mechanism to resolve the customer grievances/complaints as follows:

The Compliance Officer to be the Grievance Redressal Officer:

The Grievance Redressal Officer shall collate the grievances received by him from the designated executive and then submit it before the Risk Committee and thereafter before the board of directors of the Company. Company shall display on its website, registered office and branches (if any) name and contact details of the Grievance Redressal Officer who can be approached for resolution of complaints against the Company.

Till the time such Compliance officer is appointed, Mr. Hemant Sanghai [Director] shall be having an additional responsibility of a compliance officer.

Email :- info@mansamatafinance.com

Phone :- 022-29273900

Post resolution of the complaint, the customer will get a n e-mail confirming the resolution of the complaint. At this point customer must confirm whether the complaint has been resolved to his satisfaction or not. The complaint will be deemed closed if customer does not respond to the e-mail.