

STRIDE ONE CAPITAL PRIVATE LIMITED

(erstwhile Rising Straits Finance Private Limited)

Customer Grievance Redressal Policy
&
Grievance Redressal Mechanism

Version 1.1

Approval Date: 14/07/2023

Status

| Revision Version | | | |
|------------------|---------------|------------|-------------------------|
| Version | Revision Date | Revised by | Revision Description |
| 1.0 | 01/02/2022 | NA | Adoption of Policy |
| 1.1 | 14/07/2023 | | Amendment to the Policy |

Index

| Sr. No. | Particulars | Page No. |
|----------------|---|-----------------|
| 1. | Introduction | 3 |
| 2. | Key Principles of the Policy of Stride One | 4 |
| 3. | Mechanism for complaints | 5 |
| 4. | Resolution of Complaints / Grievances | 6 |
| 5. | Mandatory display at the offices / website | 7 |
| 6. | Training staff for improvement in service and handling complaints | 7 |
| 7. | Authority and Review | 7 |
| 8. | Grievance Redressal Mechanism | 8 |

1. **Introduction**

Stride One Capital Private Limited (earlier known as Rising Straits Finance Private Limited) ("Stride One") is registered as a Non-Systemically Important Non-Deposit taking Non-Banking Financial Company ("NBFC – ND – NSI") with the Reserve Bank of India ("RBI") since February 25, 2009 bearing NBFC registration number B-14.03181. Stride One has been primarily engaged in the business of providing credit facilities to individuals, proprietors, partnerships and private and public companies.

Customer centricity is one of the core values of Stride One. Stride One believes that customer experience is the key to keeping customers happy and thereby ensuring a long lasting relationship with the customers. Customer complaints constitute an important voice of the customers, and hence, Stride One aims at laying down a framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

Accordingly, Stride One has framed the Customer Grievance Redressal Policy (Policy).

The Policy shall comply with the Guidelines on Fair Practice Code prescribed by the RBI and the Fair Practice Code ("FPC") adopted by Stride One which, *inter alia*, sets out broad parameters for dealing with customers.

2. **Key Principles of the Policy of Stride One**

The Policy aims at minimising instances of customer complaints and grievances through proper service delivery and review mechanism. It ensures prompt redressal of customer complaints and grievances based on the following principles:

- i) Complaints raised by customers are dealt with courtesy and without undue delay. The grievances should be resolved in a timely manner and the estimated time to resolve should be communicated to customers.
- ii) All customers are to be treated fairly and without bias at all times.
- iii) Customers are fully informed of all avenues to register their queries and complaints and escalate their complaints/ grievances within Stride One (which shall include online and offline modes of communicating their queries/ complaints) and their rights to alternative remedy, if they are not fully satisfied with the response of Stride One to their complaints.
- iv) Stride One's employees and outsourced agencies (if any) shall act in good faith and without prejudice to the interests of the customer and within the laid down policies and guidelines of Stride One.

- v) The Grievance Redressal Mechanism as provided in this Policy will also deal with the issues relating to services provided by the outsourced agency, if any.
- vi) Anonymous complaints will not be addressed in terms of this Policy.

The framework laid down shall ensure that all disputes arising out of the decisions of Company's functionaries are heard and disposed of at least at the next higher level.

A summary of the customer grievance reports along with the actions initiated would be reported to the Board. The report shall contain information such as the total number of complaints received, disposed of and pending, with reasons thereof, which will be placed before the Board for their information/ guidance.

3. **Mechanism for Complaints**

To effectively understand and address customer grievances, Stride One shall provide multiple channels of communication. These channels are:

Complaint in Person

- i) A customer can lodge a complaint in person at the corporate office of Stride One with the customer service team.
- ii) The complaint shall be lodged during the working hours i.e. from 10 A.M. to 6 P.M. from Monday to Friday (except Public holidays), by submitting a written letter and providing full details and obtaining an acknowledgement for the same from our customer service team.
- iii) The customer shall receive an acknowledgment of their complaint within a period of five working days from the date on which they registered their complaint.

Complaint through post/ email

- i) Stride One shall setup a dedicated e-mail address, and the same would be displayed on Stride One's website, for receiving customer complaints/ queries. Complaints received by e-mail shall be acknowledged by a confirmation to the customer's registered e-mail/ mobile number.
- ii) Customers can submit their complaints by post to the following address:

Stride One Capital Private Limited
Block 3B, Ground Floor,
DLF Corporate Park DLF City,
Phase - III, MG Road,

Gurugram 122002,
India

- iii) On receipt of the complaint, Stride One shall issue an acknowledgement with reference number on the registered e-mail or the mobile number of the customer.

Complaint through website

- i) Customers will be able to register their complaints/ queries through Stride One's website by providing the full details of the complaints.
- ii) Once the complaint is registered, the customer shall receive an acknowledgement on the screen, followed by an acknowledgement with reference number by way of text or an e-mail on the registered mobile number/ e-mail address.

Complaint through the Customer Care Number

- i) Stride One will have a dedicated phone number where the customers can lodge their complaints with Stride One. Customers will be identified by their registered e-mail address or mobile number.
- ii) Whenever a complaint is lodged via the Customer Care Number, the customer shall receive a confirmation on the registered e-mail or mobile number confirming acknowledgement of his/ her complaint.

4. Resolution of Complaints/ Grievances

Any complaint through the mobile application/ website/ e-mails/ letters/ person shall be acknowledged promptly (as discussed in para 3) after receipt.

The complaints received across the multiple channels stated in clause 3 above, shall be collated and registered in the Customer Grievance Register (CGR) maintained electronically which would enable the customers and the customer service team to track the status of the complaints. The CGR shall include full details of the complainant (name, address, contact details), date of receipt, fact of the complaint, category of complaint, etc. The appointed customer service team shall be responsible to monitor and update the status of the complaint and also provide an update to the customers in case of follow up calls.

The appointed **Customer Service Team** shall send action taken report on complaints received to the head office of Stride One at the end of every month.

In case the customer is not satisfied with the response/ resolution received from the customer service team of Stride One, he/ she may escalate the matter to the "**Grievance Redressal Officer**". Depending on the query/ dispute/ grievance, a written reply/

resolution will be sent to customer within the timelines prescribed in in the table given below at the customer's registered e-mail address and/ or mobile number.

In case the customer is not satisfied with the response from the Grievance Redressal Officer, or does not receive any response from the Grievance Redressal Officer within the timelines prescribed in in the table given below, then the customer may escalate the matter to the "**Chief Grievance Redressal Officer**" at the below mentioned coordinates. Depending on the query/ dispute/ grievance, a written reply/ resolution will be sent to the customer within the timelines prescribed in the table given below at the customer's registered e-mail address and/ or mobile number.

Time frame with the escalation matrix for various natures of complaints is given below.

| Level of Escalation | Official to be approached | Person | Email | Turnaround time for resolution from the date of receipt of the complaint |
|----------------------------|-----------------------------------|---------------|------------------------|---|
| First | Grievance Redressal Officer | Ankur Bhatia | care@strideone.in | 15 days |
| Second | Chief Grievance Redressal Officer | Ankur Sodhani | grievance@strideone.in | 30 days |

Notwithstanding the above, all complaints shall be resolved within 30 (thirty) days from the date of receipt of the complaint/ query from the customer in the first instance. If a case requires additional time, Stride One or the concerned grievance redressal representative will inform the customer the reasons of delay in resolution within the timelines specified above and provide regular updates on the progress of the resolution and the expected timelines for the resolution of the complaint.

If the customer's complaint/ dispute is not redressed within a period of 30 (thirty) days from date of receipt of complaint by the Chief Grievance Redressal Officer or the customer is not satisfied, the customer may file an appeal with the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI, whose contact details are provided hereunder:

General Manager,
Reserve Bank of India,
Department of Non-Banking and Supervision
6, Sansad Marg, Sansad Marg Area, New Delhi, Delhi - 110001
Contact Number: +91-11-23711333
E-mail address: rdnewdelhi@rbi.org.in

The customers can also file their complaints on the Complaint Management System (“CMS”) launched by the RBI. CMS is an online portal which is a single window for customer complaints relating to banks and NBFCs. The web address of the online portal is: <https://www.rbi.org.in/Scripts/Complaints.aspx>.

5. **Mandatory display at the offices/ website**

Stride One shall display this policy along with the mechanism for filing complaints at Stride One’s registered office, corporate office and Company outlets and website.

The time frame along with the escalation matrix prescribed in Clause 4 above shall also be displayed.

All the employees of Stride One will be made aware of the policy.

6. **Training staff for improvement in service and handling complaints**

Stride One understands the importance of providing adequate training for their staff to handle complaints/ grievances with courtesy, empathy and promptness. In order to achieve the same, Stride One shall conduct training programmes regularly for staff on customer service and efficient handling of grievances.

7. **Authority and Review**

This Policy will be approved/ amended/ reviewed by the Board of Directors. The Policy will be reviewed once a year or in between if required as per changed market scenario and /or statutory guidelines including applicable directions, instructions, guidelines or orders issued by the RBI.

A consolidated report of periodical review of functioning of the Policy at various levels of management shall be submitted to the Board of Directors, on an annual basis.

Grievance Redressal Mechanism

1. How to log in a complaint / where can a complaint be made

Any customer having a grievance / complaint / feedback with respect to the product and services offered by Stride One Capital Private Limited (hereinafter referred to as 'the Company') may write to the Company's Customer Experience Team through any of the following channels:

- Email- customerexperience@strideone.in
- You may write a letter at the address- Block 3A, Ground Floor, DLF Corporate Park DLF City, Phase-III, MG Road, Gurugram, Haryana 122002
- Website- <https://strideone.in/>

2. How a complaint should be made:

Customers are requested to necessarily provide necessary loan details i.e. Loan Account Number, Details of Feedback/ Suggestion/ Complaint and valid Contact Information including phone no. & e-mail ID while lodging communicating with the Company.

3. When to expect a reply

The Company shall endeavor to address/respond to all queries/grievances within reasonable time and keep the customer in informed about the status of their complaints. Each customer query/ complaint being unique in nature, may take up to 4 weeks for complete resolution after investigation.

4. Whom to approach for redressal

Customers are requested to first raise their concerns through any of the channels mentioned above. And if the same is not resolved within 5 days or if the customer is not satisfied with the solution provided by the customer care service, then the customer may follow below escalations for resolving their grievances,

Name: Ms. Ankur Bhatia

Email Id: Care@strideone.in

In case the complaint is not resolved within a period of ten days or if the customer is not satisfied with the solution provided by Ms. Ankur Bhatia, then the customer may approach the Grievance Redressal Officer as per the details mentioned below:

Name: Mr Ankur Sodhani

Email Id: grievance@strideone.in

Address- Block 3A, Ground Floor, DLF Corporate Park DLF City, Phase-III, MG Road, Gurugram, Haryana 122002

If the customer is not satisfied with the resolution provided or if the customer does not hear from us in 30 days, then he/she may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> Or send your complaint form (format available on the website under Integrated Ombudsman scheme 2022) to the below mentioned address:

The Officer Incharge,

Centralised Receipt and Processing Centre,

Reserve Bank of India, 4th Floor,

Sector 17, Chandigarh – 160017

Contact Centre with toll free no – 14448 (Timing – 9:30am to 5:15pm)