FEDEX FINANCE PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

Fedex Finance Private Limited

CIN: U65923MH1998PTC114960

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CUSTOMER GRIEVANCE REDRESSAL POLICY

Rationale

As per the extant guidelines of the Reserve Bank of India (RBI), all NBFCs are required to ensure that a suitable mechanism exists for receiving and addressing complaints from its customers / constituents with specific emphasis on resolving such complaints fairly and expeditiously regardless of source of the complaints.

Fedex Finance Private Limited ("the Company / FFPL") being RBI registered Non- Banking Financial Company (NBFC) having Registration No.: N-13.00930 has adopted this FFPL-Grievance Redressal Policy ("Policy") as applicable to a Base Layer NBFC (NBFC-BL).

Any subsequent circulars, instructions, directives and order issued by RBI amending master Directions, any subsequent amendment to the above circular would be suitably updated in the Policy accordingly.

Policy Coverage

The implementation of the Fair Practice Code shall be the responsibility of the Company. The Company shall make every effort to ensure that its dealing with borrowers / customers is smooth and hassle free. Any complaint brought to the notice of the Company by a borrower / customer will be handled expeditiously.

All disputes / complaints arising out of the decisions of the Company's functionaries would be heard and disposed of after it is brought to the notice of the Company. The Company shall ensure speedy / swift redressal of grievances of physically /visually challenged complainants / applicants / persons with disabilities under the Grievance Redressal Mechanism of the Company.

A consolidated report of periodical review with compliance with the Fair Practices Code and functioning of the Grievances Redressal Mechanism at various levels of management would be submitted to the Board of Directors (or a committee thereof) at regular intervals.

The contact details of the Grievance Redressal Officer ("GRO") and the local office of RBI (which can be approached, if the complaint / dispute is not resolved within a period of one month) will be displayed at the Registered Office from where the Company conducts its business.

1. Applicability:
   The Policy shall be applicable to all the products offered /services provided by the Company and to all Customer interactions.

2. Brief description of the Policy:
   The Policy framework lays down requirements related to grievance assessment, registration of complaints, escalation of complaints, redressal, resolution of complaints and periodic review of records of the complaints.

3. Objective of the Policy: The purpose of the Policy is to ensure that: a) all customers are always treated fairly and without any bias. b) all issues raised by customers are dealt promptly with courtesy and resolved on time, and c) the customers are made completely

aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint

4. Cardinal principles of the Grievance Redressal: The Company shall be guided by the following cardinal principles while handling and redressing the Customer's Grievances:

   a) The Customers will be provided required information on how to raise their grievances over phone, designated e- mail ID, on-line (i.e., on the website of the Company) or by directly contacting the Grievance Redressal Officer.

   b) The process to raise a complaint / escalation / grievance would involve only relevant investigative questions without any kind of hassle to the customer.

   c) The Resolutions would follow the simple principle of ensuring an effective resolution of the Grievance.

   d) The responses would be consistent with the applicable RBI guidelines at all times as applicable to mitigate impact on customer on account of the grievance.

   e) The Company is committed to remain quick and consistent at all times in providing necessary information or process requested by the customer.

5. Responsibilities of the Board of Directors of the Company: The Board of Directors of the Company shall be responsible for

   a) laying down the appropriate grievance redressal mechanism within the Company / organization which ensures that all disputes arising out of the decisions of Company functionaries are heard and disposed of at least at the next higher level.

   b) periodical review of the functioning of the Grievance Redressal Mechanism at various levels of management.

   c) reviewing consolidated report and status of the Grievances from time to time

6. Registration of complaint: The Company shall enable registration of complaints by Customers through multiple channels. The various channels available to customers are as under:

   a) Designated e-mail ID: Customers can send an email for redressal of their Grievance

   b) on-line: on the website of the Company

   c) by directly contacting the Grievance Redressal Officer / In Person at the Registered Office of the Company and the Customers can speak to the officials-in charge at the Registered Office of the Company for resolution of their issues or register their grievances at the Office. Customers can reach out directly to Grievance Redressal officer over phone and / or designated e-mail.

7. Recording and tracking of Complaints: For recording and tracking the Complainants from the borrowers / customers, the Company shall maintain the Complaints Register wherein all the complaints received by the Company shall be recorded and tracked for end-to-end

resolution, and Complaint MIS which shall be placed before the Management of the Company on a monthly basis.

8. Time frame for response and Complaints Redressal: The Company shall endeavour to resolve the complaints and grievances of customers within reasonable time. The customer shall be kept informed about the status of their complaints.

   If any case needs additional time, the Company will inform the customer/regulator requirement of additional time with expected timelines for resolution of the issue.

Sr No	Types of Complaints	Complaints Redressal Time
1	Normal Cases, EMI related cases	10 working days
2	Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records	15 working days
3	Cases involving 3rd party (other Banks or financial institutions or dealership or if customer out of country)	30 working days
4	Complaints received from the regulator	Within timelines as may be mandated by the respective regulator

9. Resolution and Escalation of complaints: For responding and resolving complaint following Resolution and Escalation matrix has been decided -

   Level 1: The Borrower / Customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal Officer of the Company.

   For the benefit of our customers, the contact details of the official who will deal with all grievances of customers in regard to their transactions with the Company are given below:

   Name: V Krishnadas Nayanar
   Address: B-7, Jay Chambers, 3rd Floor, Dayaldas Road, Vile Parle (East), Mumbai 400050
   Phone: 9821145250
   Email: fedex@fedsec.in

   Level 2: Escalation to the Director at below contact details:

   Name: Gautham Madhavan
   Address: B-7, Jay Chambers, 3rd Floor, Dayaldas Road, Vile Parle (East), Mumbai 400050
   Phone: 9702000208
   Email: gautham@fedsec.in

   Level 3: If a customer is not satisfied with the resolution provided through various channels or if the complaint/dispute is not redressed within a period of one working month, the customer may lodge a complaint under the **Reserve Bank – Integrated Ombudsman Scheme (RB-IOS), 2026** through any of the following channels:

   a) **Online:** Complaint Management System (CMS) Portal of RBI: https://cms.rbi.org.in
   b) **E-mail:** crpc@rbi.org.in

c) Physical Address:
   Centralised Receipt and Processing Centre (CRPC)
   Reserve Bank of India
   4th Floor, Sector 17, Central Vista,
   Chandigarh – 160017

d) **RBI Contact Centre (Toll-free):** 14448

10. DISPLAY OF INFORMATION: The Company shall, at all places from where it conducts business prominently display the details of the Grievance Redressal Mechanism as well as the details of the Regional Office of the Reserve Bank of India under whose jurisdiction the Company is registered.

11. OMBUDSMAN SCHEME: The Company has adopted the Reserve Bank - Integrated Ombudsman Scheme, 2026 as notified by RBI. If the customer does not receive any reply from EFL within one month of date of Complaint or is not satisfied with the response provided by EFL, he/she can file a complaint with the Ombudsman under the Reserve Bank - Integrated Ombudsman Scheme, 2026 ("the scheme").

    The Company has appointed Nodal Officer, who shall be responsible for representing the Company and furnishing information to the Ombudsman in respect of complaints filed against the Company.

    The Company shall prominently display the Scheme, Salient features of the Scheme (Annexure A) and details of the Principal Nodal Officer appointed by the Company and the Ombudsman to whom the complaints are to be made by the Customer at all branches from where it conducts business and also on the website of the Company.

12. Monitoring: All new and pending Customer complaints along with ageing analysis and complaints received from the Reserve Bank of India shall be placed before the Board of Directors of the Company on a quarterly basis for the review by the Board.

13. Review: A review of compliance with this Policy and the functioning of the Grievance Redressal Mechanism would be done by the Management regularly. The Board shall review the policy annually and otherwise as it deems appropriate. An updated copy of this code shall be made available on the website of the Company.

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Annexure

THE RESERVE BANK – INTEGRATED OMBUDSMAN SCHEME, 2026

SALIENT FEATURES

The Reserve Bank - Integrated Ombudsman Scheme, 2026 (RB-IOS, 2026 / the Scheme) is a cost-free, expeditious and non-adversarial alternate grievance redressal mechanism for customer complaints involving deficiency in service by Regulated Entities covered under the Scheme. It comes into force with effect from July 1, 2026.

RB-IOS, 2026 replaces the Reserve Bank - Integrated Ombudsman Scheme, 2021. Complaints received before July 1, 2026; appeals arising from decisions under RB-IOS, 2021; and execution of awards issued thereunder will continue to be governed by RB-IOS, 2021 and related RBI instructions.

Following are the salient features of the Integrated Ombudsman Scheme, 2026:

1. Cost-free complaint redress for customers of covered Regulated Entities.
2. One centralised complaint lodging portal i.e., https://cms.rbi.org.in for online complaints and CRPC for e-mail and physical complaints.
3. Jurisdiction-neutral handling of complaints under the "One Nation One Ombudsman" approach.
4. Clear maintainability / admissibility requirements have been given. There is a limited system-based initial validation for determining admissibility for online complaints filed through the CMS portal.
5. Facility for online tracking of complaint status through CMS.
6. Structured settlement process.
7. Power to pass Awards in eligible cases, including compensation within the prescribed limits.
8. Provision for appeal against Awards within the Scheme framework.
9. The procedure for filing a complaint before the RBI Ombudsman-

   - **Online: through the CMS portal at https://cms.rbi.org.in.**
   - **E-mail: by sending the complaint to crpc@rbi.org.in.**
   - **Physical mode: by sending the duly signed complaint form with supporting documents to Centralised Receipt and Processing Centre, Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160017.**

10. The Contact Center assists complainants in obtaining information about the RBI grievance redress mechanism, the procedure for filing complaints and the status of complaints. The IVRS facility on Toll Free No. 14448 is available 24x7. The facility to connect to Contact Center personnel is available from 8:00 AM to 10:00 PM, Monday to Saturday except National Holidays, in English, Hindi and ten regional languages (Assamese, Bengali, Gujarati, Kannada, Marathi, Malayalam, Odia, Punjabi, Telugu, Tamil).

The complainant must first approach the concerned Regulated Entity. A complaint can be filed before the RBI Ombudsman if the complainant has not received any reply within 30 days or within the time specified by RBI, NPCI or Card Network guidelines, if any, whichever is higher, after the Regulated Entity received the complaint; or if the complainant is not satisfied with the reply/resolution provided by the Regulated Entity.

The complaint must be made to the RBI Ombudsman within 90 days from the date on which the above timeline expires or the date of the last communication from the concerned Regulated Entity, whichever is later. Further, the complaint to the Regulated Entity must have been made before expiry of the period of limitation prescribed under the Limitation Act, 1963.
Any customer aggrieved by an act or omission of a Regulated Entity resulting in deficiency in service may file a complaint under the Scheme personally or through an authorised representative, subject to the maintainability requirements under Clause 10 of the Scheme.

The following types of complaints are not maintainable under the Reserve Bank – Integrated Ombudsman Scheme, 2026, and may be rejected at the outset or at any stage of examination, as applicable:

- Complaints not addressed directly to the RBI Ombudsman, including communications where RBI is merely marked in copy.
- Complaints not filed by the complainant personally or through an authorised representative, other than an advocate unless the advocate is the aggrieved person.
- Complaints with incomplete information as required under the Scheme.
- Complaints that are abusive, frivolous or vexatious. Complaints where the complainant has not first approached the concerned Regulated Entity with proof of such complaint.
- Complaints filed before the expiry of 30 days or the time specified by RBI, NPCI or Card Network guidelines, if applicable, whichever is higher, unless the complainant has received a reply/resolution and is dissatisfied.
- Complaints filed beyond 90 days from the date on which the applicable timeline expires or from the date of the last communication from the Regulated Entity, whichever is later.
- Complaints relating to the same grievance that is pending, settled or dealt with by the Office of the RBI Ombudsman.
- Complaints relating to the same grievance pending before, or settled/dealt with on merits by, any Court, Tribunal, Arbitrator or other judicial/quasi-judicial forum. Criminal proceedings pending or decided before a Court or Tribunal or police investigation initiated in a criminal offence are not treated as the same grievance for this purpose.
- Complaints where the complaint to the Regulated Entity was made after expiry of the limitation period under the Limitation Act, 1963.
- Matters relating to commercial judgment or decision of a Regulated Entity. Disputes between a vendor and a Regulated Entity.
- Grievances against Management or Executives of a Regulated Entity.
- Grievances arising from action taken by a Regulated Entity in compliance with orders of a judicial/quasi-judicial, statutory or law enforcing authority.
- Services not within the regulatory purview of RBI.
- Disputes between Regulated Entities.
- Disputes involving employee-employer relationship of a Regulated Entity.
- Grievances for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005.
- Grievances pertaining to customers of a Regulated Entity not included under the Scheme.

For more details, please refer to the Scheme details available on RBI website www.rbi.org.in.