

Branch International Financial Services Private Limited

**Grievance Redressal Mechanism
Policy**

Version Control

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Branch International Grievance Redressal Policy

1. Introduction

At Branch International Financial Services Private Limited (hereinafter referred to as “Branch International” or “the Company” or “we” or “us”), we have created a digital lending product that is highly tailored to our target customers.

One of our key values is being passionate about our customers. As such, we strive to provide customers with the best customer service possible, including developing a policy on grievance redressal that customers can follow for any complaints or grievances that may arise.

The Grievance Redressal Policy has been formulated in accordance with the Reserve Bank of India’s (“RBI”) Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 (“SBR Master Directions”) and Reserve Bank - Integrated Ombudsman Scheme, 2021 (“IO Scheme”) updated from time to time and approved by the Company’s Board of Directors.

2. Purpose/Key Commitments

Branch International’s key commitments towards its customers are:

- To ensure fair treatment of all Branch International’s customers;
- To resolve grievances and complaints in a timely manner;
- To take time to fully understand the customers’ questions and to respond in the most helpful way possible;
- To educate customers about the redressal mechanism and the designated officials to be contacted for resolving issues/ complaints.

Importantly, we take the privacy and dignity of our customers very seriously and treat our customers fairly and in a courteous manner at all times.

3. Definitions

Unless otherwise defined or apparent from context, the following terms shall have the meaning as assigned herein below, and cognate expressions shall be construed accordingly:

3.1	Board/ BoD	Shall mean Board of Directors of the Company
3.2	Code	Shall mean the Fair Practices Code formulated by the Company
3.3	Customer	Shall mean any person who has availed or is availing at least one

		of the loan products of the Company.
3.4	Grievance Redressal Mechanism	Shall mean the grievance redressal mechanism prescribed by the Company and provided in this Policy
3.5	Grievance Redressal Officer (GRO)	Shall mean the officer appointed by the Company to ensure redressal of the grievances of the customers
3.6	Nodal Officer	Shall mean the nodal officer designated by the Company as nodal officer under the Grievance Redressal Mechanism

4. Grievance Redressal Officer and Principal Nodal Officer

4.1. The Board shall nominate an employee/officer of the Company as the Grievance Redressal Officer ('GRO') who shall be entrusted with the duty of addressing and resolving the grievances raised by the customers, including Complaints and issues relating to digital lending.

4.2. The GRO will be available during office hours to receive the grievances of all customers. In the event the GRO is not available, the immediate senior officer in the customer service function shall attend to the customer. The name and contact details of the GRO are as under:

Designation	Grievance Redressal Officer
Name	Mr. Vishal Kaushik
Contact No.	+91 8655937427
Email ID	gro@branch.co

4.3. The Principal Nodal Officer (PNO) of the Company shall be appointed by the Board at the head office of the Company, who shall be responsible for representing the Company and furnishing information on behalf of the Company in respect of Complaints filed against the Company. The details of the PNO appointed by the Board are as follows:

Name: Mr. Vishal Kaushik
Designation: Operations Manager
Contact number: +91 8655937427
Email: gro@branch.co

5. Grievance Redressal Process / Mechanism

I. Modes of Raising a Complaint

In case of any grievances, Customers have the following ways to register their complaints when they

find any inadequacy in the services offered by the Company. The maximum turnaround time for resolution of all types of Customer complaints shall be T + 30 days.

- a) Branch International's Customers who have any complaints or grievances with respect to the services offered should write to the Customer Service Department of the Company through the following channels:
 - Send a message through the Branch International's in-app chat, or
 - Send an email to india@branch.co ;
- b) [The Customer Service Department may either internally escalate the complaint to the GRO or the Customer may directly reach out to the GRO in case there is no response from the Customer Service Department within 15 days or if they cannot reach out to the Customer Service Department.](#)
- c) Information collected from the Customer - The Company may ask the Customers for the following information in order to be able to address their grievance:
 - Full name,
 - Details of grievance,
 - Contact information, including email ID and phone number.

II. When to Expect a Response

The Company shall address/respond and dispose of all complaints and grievances within 30 days from receipt of the complete details in respect of the grievances and keep the Customers informed about the status of their complaints. The Company shall also provide suitable justification and keep the Customer informed if the complaint resolution requires more than the stipulated time.

III. Addressing or handling of complaints

In case the complaint is not resolved within the specified timeframe i.e. 15 days or the Customer is not satisfied with the resolution provided by the Customer Care Department of the Company, he / she may contact the Company's Grievance Redressal Officer (GRO). ,

Further, the name and contact details of the GRO have also been mentioned on the website of the Company. The same can be viewed here: <https://branchapp.in/gr>
The GRO will be available during office hours to receive the grievances of all Customers. In the event of the GRO not being available, the relevant officer shall attend to the Customer.

After examining the grievance, the GRO will send the final response within 30 working days of the receipt of the complaint/ grievance by the Company. During this time, Customers can write to us to check on the status of their grievances, and we will endeavor to respond to them as quickly as possible.

Certain types of cases might need additional time due to the nature of the activities involved; for e.g. retrieval of documents. In such cases, the Company will inform the Customers of such delay and provide expected timelines for resolution of the complaint.

All levels of grievances will be treated equally with the same sense of urgency and speed. However,

the resolution given, and the action taken might vary depending on the severity.

IV. Escalation Process

Level 1: The Customer can contact us through one of the channels listed above under the 'Modes of Raising a Complaint' section

Level 2: If the customer is not fully satisfied with the Company's response to his/her grievance or the Customer Care Department does not resolve the complaint within the time specified, he/she can contact the Grievance Redressal Officer at gro@branch.co.

Level 3: If the Customer doesn't receive any response from Branch International within 30 days of registering the grievances with the Company or is dissatisfied with the response received, he/she may lodge their complaint to the RBI ombudsman on the RBI CMS Portal. Complaints in electronic mode (e-mail to crpc@rbi.org.in) and physical form, including postal and hand-delivered complaints, shall be addressed and sent to the place where the Centralized Receipt and Processing Centre of the Reserve Bank is established as provided below. Format of the application can be accessed [here](#).

Centralized Receipt and Processing Centre (CRPC)

Reserve Bank of India, Central Vista,

Sector -17, Chandigarh -

160017

6. In the case of outsourcing

6.1. The provisions of this Policy shall also extend to deal with the issue relating to services provided by the outsourced agency, in case the Company has outsourced any of its functions.

6.2. The GRM, in no way, shall be compromised on account of outsourcing.

6.3. A declaration provided in the loan agreement as per the FPC of the Company shall include a clause to the effect that the Company shall be responsible for timely grievance redressal and in the FPC displayed at the branches/ offices/ website of the Company and on the Branch application.

7. Additional requirements in case of digital lending

7.1. As per the RBI Guidelines on Digital Lending, the Company shall ensure that the GRM and the Lending Service Providers ('LSPs')¹ engaged by them have a suitable Grievance Redressal Officer to deal with FinTech/ digital lending related complaints/ issues raised by the customers. In this case, the GRO of the Company shall also handle all such issues related to digital lending.

7.2. Contact details of the Company's GRO shall be prominently displayed on the Company's website, as well

¹ As defined under the RBI Guidelines on Digital Lending

as on the websites of the LSPs and on the Digital Lending Application ('DLA'),² and also in the Key Fact Statement³ provided to the customer. Further, the facility of lodging complaints shall also be made available on the DLA and on the website as stated above.

7.3. If any complaint lodged by the customer against the LSP engaged by the Company is not resolved by the Company within 30 days, he/she can lodge a complaint with the RBI Ombudsman in the same manner as provided in this Policy. In any case, the responsibility of grievance redressal shall continue to remain with the Company.

8. Supervision and monitoring

Branch International's customer service team will read every grievance sent to the Company through the channels listed in the 'Modes of Raising a Complaint' section. They will respond to all complaints as soon as possible and may ask the customer for additional details about the grievance.

For more complex issues, the Customer service representatives may internally escalate the issue to the Company's Grievance Redressal Officer.

Our Customer service team will monitor grievances on a daily basis to ensure timely resolution.

All grievances made by the Customers will be electronically recorded and maintained by the Company.

9. Mandatory Display Requirements

The Company shall display the following information prominently, for the benefit of its Customers, at all places where the business of the Company is transacted, including on the website:

- Details in respect of Grievance Redressal Mechanism, i.e., name and contact details, telephone no., email address of the Customer Service Department and the GRO on its website/app.
- Name and contact details (Telephone / Mobile nos. as also email address) of the of the Principal Nodal Officer along with the details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>);,
- Salient features of the IO Scheme (in English, Hindi and regional language) along with the copy of the IO Scheme

10. Policy Revision

The Grievance Redressal Officer will review and assess the adequacy of this Policy and the functioning of the grievances redressal mechanism at various levels of management.in line with the RBI updates on an annual basis. A consolidated report of such reviews shall be submitted to the Board at regular intervals, as may be prescribed by it. The developments/ changes, if any, shall be communicated to the customers and relevant stakeholders as and when necessary.

² As defined under the RBI Guidelines on Digital Lending

³ As defined under the RBI Guidelines on Digital Lending