

# Times Guaranty Limited

# GRIEVANCE REDRESSAL POLICY

**Information:**

Document	Classification	Version	Status
Policy on Grievance Redressal	Confidential	1.0	Approved

## INDEX

<b>Sr No.</b>	<b>Particulars</b>	<b>Page No.</b>
1.	Background	3
2.	Objectives	3
3.	Scope	3
4.	Authorization	4
5.	Grievance Redressal Mechanism	4
6.	Structure of Grievance Redressal Mechanism	4
7.	Reporting and Monitoring	6
8.	Customer Grievance Register	6
9.	Exception Handling	6
10.	Adoption, Effective Date and Review	6

## 1. Background

Times Guaranty Limited (the “Company”) is a Base Layer Non-Banking Financial Company (NBFC) registered with the Reserve Bank of India (RBI) and classified as an Investment and Credit Company (ICC). The Company is listed on both major stock exchanges and is committed to maintaining high standards of corporate governance.

The company primarily focuses on providing customized financial solutions to corporate clients to support their business growth, including structured credit products such as term loans with bullet repayment options that offer repayment flexibility. The Company may also extend credit facilities to individuals with a business or professional relationship, as per its internal policies and regulatory norms. Additionally, the company manages its surplus funds through investments in mutual funds and debt securities, aiming for optimal returns with prudent risk management, while maintaining a transparent, disciplined, and compliant approach in all its operations.

This policy is prepared in line with the requirements prescribed by Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 and various RBI notifications / directions [“RBI Regulations”] issued in this regard

## 2. Objectives:

The objective of this policy are as follows:

- To ensure that all complaints or grievances raised by customers or stakeholders are addressed promptly, fairly, and transparently.
- To provide a clear and accessible process for individuals to express their concerns, ensuring timely resolution.
- To enhance customer satisfaction by demonstrating the company’s commitment to resolving issues efficiently and improving service delivery.
- To maintain a positive relationship with customers by fostering trust and confidence in the company’s commitment to fairness and accountability.
- To ensure compliance with regulatory requirements and demonstrate the company's proactive approach in addressing concerns.

## 3. Scope:

The scope of this Grievance Redressal Policy encompasses all aspects of the Company’s interactions with customers, clients, and other external stakeholders where complaints or grievances may arise. It applies uniformly across all business segments, branches, operational units, and digital platforms of the Company.

This policy covers grievances related to the Company’s products, services, staff conduct, outsourced activities, and disclosures. It establishes the framework for receiving, recording, acknowledging, addressing, and resolving grievances in a fair and timely manner. The scope extends to complaints reported through various modes including written communication, electronic channels, telephone, in-person submissions, and regulatory platforms.

It ensures the presence of a robust governance and reporting mechanism for handling customer grievances in alignment with applicable RBI regulations and industry best practices, thereby promoting transparency, accountability, and customer confidence.

#### 4. Authorization

The Board of Directors shall be the final authority responsible for grievance redressal mechanism. The Board shall ensure that all the complaints are resolved and are reported to the appropriate authority. A consolidated report of periodical review of functioning of the Policy at various levels of management shall be submitted to the Board at periodic intervals.

#### 5. Grievance Redressal Mechanism

The Company has adopted the appropriate grievance redressal mechanism comprising of Board, Chief Financial Officer and Compliance Officer to ensure that all disputes arising out of the business operations and complaints pertaining to the services outsourced to external agents (if any) etc. are heard and resolved according to the defined mechanism.

- The company commits and assures to provide the best possible recourse to resolve the grievance within the time frame. The company would adequately train the operational staff to give consideration to the participants in financial distress and would try to render such help as may be possible.
- The company shall ensure that an updated version of the Mechanism is accessible to the customer on the website of the company providing relevant details on:
  - a. Where a complaint can be made
  - b. How a complaint should be made
  - c. When to expect a reply
  - d. Whom to approach for redressal of grievance, etc.
- The company has provided the following matrix under Grievance Redressal Mechanism to resolve any of its customers query/grievance:

#### 6. Structure of Grievance Redressal Mechanism

- **Level 1: Complaint through website**
  - a. If the customer complaint is not resolved within 30 working days, the customer can register their complaints/ queries through the Company's website by providing the full details of the complaints.
  - b. On registering the complaint, the customer shall receive an immediate 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.
  - c. Anonymous complaints shall not be addressed in terms of this Policy.
- **Level 2: Complaint in Person**
  - a. A customer can lodge a complaint in person at the corporate office, registered office or any other offices/branches of the company with the customer service team.
  - b. Complaint forms will be provided at all branches & offices and will also be available on the Company's website.
  - c. The complaint shall be lodged during the working hours i.e. from 11 A.M. to 5 P.M. from Monday to Friday (except Public holidays), by submitting complaint form and obtaining an acknowledgement for the same from our customer service team.

- d. A customer can also lodge a complaint in the complaint register maintained at the corporate offices of the Company or at any company outlets during the working hours mentioned above. Customers may intimate the Company of their queries/ complaints in the complaint register, along with their registered e-mail address/ mobile number.
  - e. Company shall endeavour to send an acknowledgment to the customer of the complaint within a period of three working days from the date on which the complaint was registered.
- **Level 3: Complaint through Chief Grievance Redressal Officer**
    - a. The customer in order to solve their complaints can write, mail or fax to the Grievance Redressal officer, on the information as provided under  
  
NAME: Aarti Pandey  
EMAIL-ID: newberryaarti@gmail.com  
CONTACT NO.: 022 48818487
    - b. The Grievance Redressal Officer shall solve the query within 30 working days

- **Level 4: Reporting to RBI**

If customers' complaints still remain unresolved and are not redressed within a period of 30 days, then the customers may approach the regulatory authority of Non-Banking Financial Companies, i.e., Reserve Bank of India as prescribed in the Fair Practice Code.

The customer may file an appeal with the Officer-in-Charge of the Regional Office of Department of Non-Banking and Supervision of RBI, whose contact details are provided hereunder:

Reserve Bank of India  
3rd Floor, World Trade Centre,  
Cuffe Parade, Colaba,  
Mumbai-400 005.

E-mail address: [cgmicdosco@rbi.org.in](mailto:cgmicdosco@rbi.org.in)

## 7. Reporting and Monitoring

For complaints pertaining to reporting the data to Credit Information Companies namely (CRIF HIGHMARK, CIBIL, EQUIFAQ and EXPERIAN) the customer may raise a dispute with their respective website.

The customer's dispute shall be resolved by the Nodal Officer appointed by the company for resolving disputes relating to data reported to Credit Information Companies. The details of which shall be available on the website of the company separately from normal grievance redressal officer and Nodal Officer (under Integrated Ombudsman Scheme) with following details:

Name: Aarti Pandey

Designation: Nodal Officer

Contact: [02248818487] (from 11.00 a.m. till 05.00 p.m.)

Email id: newberryarti@gmail.com

## **8. Customer Grievance Register**

The complaints received via mails, website, calls, CMS portal of RBI as well as credit information companies shall be registered in the Customer Grievance Register (CGR) maintained electronically in a software, and shall include full details of the complainant along with the nature of the complaint inter-alia including:

- the date of receipt of complaint,
- fact of the complaint,
- date of resolution,
- nature of resolution provided, etc.

The Customer Service team shall be the custodian of this register.

## **9. Exception Handling**

The policy shall always be updated with extant regulatory provisions. However, in case of conflict between the Policy and regulations, the regulatory provisions shall always supersede the policy.

The updated policy shall be adhered at all the times and exceptions if any to the policy shall be approved by the board of directors after recording a reason in writing.

## **10. Adoption, Effective Date and Review**

This policy has been adopted vide resolution of the Board of Directors of the Company dated 11<sup>th</sup> June 2025. This policy shall be applicable organization wide with effect from 11<sup>th</sup> June 202. This policy shall be reviewed by the Board of Directors on atleast an Annual basis.

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