Grievance Redressal Mechanism

Version 2.0

Effective: April 1, 2026

KANNATTU FINGOLD FINANCE PVT. LTD.

No: 7, Ground Floor, Karuneegar Street, Adambakkam,
Chennai – 600088 (Near: St Thomas Mount Railway Station), Tamil Nadu

Document Identification Information

FIELD	DETAILS
Document Name	Grievance Redressal Mechanism
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This policy is issued by Kannattu Fingold Finance Pvt Ltd (hereinafter referred to as "KFFPL" or the "Company") and encompasses all affiliated entities, employees, and stakeholders associated with KFFPL's operations. KFFPL is a non-deposit taking NBFC classified as a Base Layer NBFC (NBFC-BL) under the RBI Scale Based Regulation framework.

1. Policy Statement

1. KFFPL is committed to providing the highest standards of customer service and ensuring that all grievances and complaints are addressed in a fair, transparent, and timely manner.
2. The Grievance Redressal Mechanism has been established to ensure that customers, stakeholders, and employees have a clear and effective channel to voice their concerns, complaints, or feedback and that these are resolved promptly and satisfactorily.
3. This policy is formulated in compliance with Para 45 of the Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023, dated October 19, 2023 (RBI/DoR/2023-24/106; DoR.FIN.REC.No.45/03.10.119/2023-24) and updated as on July 17, 2025 (the "SBR Directions").
4. KFFPL is also required to comply with the provisions of the Reserve Bank – Integrated Ombudsman Scheme, 2021 ("RBI-IOS, 2021") and to inform customers of their right to escalate unresolved complaints to the RBI Ombudsman through the Complaint Management System (CMS) Portal at https://cms.rbi.org.in.
5. In accordance with these regulatory guidelines, KFFPL is committed to maintaining a robust grievance redressal framework that is accessible, efficient, and compliant with all applicable laws and regulations.

2. Objectives of the Policy

KFFPL's Grievance Redressal Mechanism is designed to ensure that:

- All grievances are logged, acknowledged, and addressed promptly.
- The resolution process is transparent, impartial, and customer-centric.
- Appropriate measures are taken to prevent recurrence of issues and enhance overall service quality.
- Customers with disabilities receive priority handling of their grievances, as required under Para 45.15 of the SBR Directions.

KFFPL's Grievance Redressal Policy has been formulated with the following specific objectives:

- To develop an organisational framework to resolve the grievances of customers (across all loan products including Gold Loans, Gold Loan EMI, Income-Generating Gold Loans, Personal Loans, and Business Loans) and other stakeholders.
- To provide customers with immediate, hassle-free recourse to have their grievances redressed.
- To ensure customers are informed of the grievance redressal process through the Loan Agreement, Key Facts Statement (KFS), and branch displays.
- To establish structured interactions with customers to elicit information on their expectations.
- To identify systemic flaws in the design and administration of products and services and to seek solutions thereon.
- To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
- To address grievances arising from services provided by outsourced agencies on behalf of KFFPL.

3. Applicability of the Policy

6. This Policy covers the grievances of customers (across all loan products including Gold Loans, Gold Loan EMI, Income-Generating Gold Loans, Personal Loans, and Business Loans) of KFFPL who may approach the offices of KFFPL for resolution of their complaints.
7. A customer grievance regarding deficiency in service shall refer to any shortcoming or inadequacy in the delivery of financial services, or any related services that KFFPL is obligated to provide, whether

mandated by statutory requirements or otherwise. Such deficiencies may or may not result in financial loss or damage to the customer.

8. The redressal mechanism ensures that all disputes arising out of the decisions of KFFPL's operational management or otherwise are heard and disposed of at least at the next higher level.
9. The Board of Directors of KFFPL shall monitor the status and progress of Grievance Redressal. The Grievance Redressal Officer shall submit a periodic report on redressal to the Board.
10. This policy also covers grievances arising from services rendered by agents or outsourced agencies acting on behalf of KFFPL, in accordance with Para 51.3 read with Annex XIII (Para 5.10) of the SBR Directions.

4. Grievance Redressal Officer & Nodal Officer

4.1 Grievance Redressal Officer (GRO)

The Grievance Redressal Officer (GRO) shall be responsible for:

- Reviewing and addressing customer complaints escalated beyond the initial resolution stage.
- Ensuring fair and timely resolution of grievances in accordance with regulatory guidelines.
- Acknowledging receipt of complaints and providing a resolution within the prescribed timeframe.
- Communicating delays, if any, along with the expected resolution timeline.
- Maintaining records of complaints and resolutions for audit and compliance purposes.
- Ensuring genuine grievances of customers (across all loan products including Gold Loans, Gold Loan EMI, Income-Generating Gold Loans, Personal Loans, and Business Loans) are redressed promptly and without delay, as required under Annex XIII (Para 5.10) of the SBR Directions.

The current designated GRO of KFFPL is:

Name	Mrs. Cuckoo Elsa Philip
Designation	Grievance Redressal Officer
Mobile	9962200232
Email	grievances@kannattu.com
Address	Kannattu Fingold Finance Pvt Ltd, No: 7, Ground Floor, Karuneegar Street, Adambakkam, Chennai – 600088, Tamil Nadu

4.2 Nodal Officer

The Nodal Officer, being a senior-level official, shall be responsible for:

- Overseeing the overall grievance redressal mechanism of KFFPL.
- Handling complaints that remain unresolved at the GRO level.
- Ensuring compliance with the SBR Directions and other applicable regulatory requirements.
- Liaising with regulatory bodies, including RBI, for escalated grievances.
- Representing KFFPL before the RBI Ombudsman under the RBI-IOS, 2021 and furnishing information as required.
- Providing final resolutions and ensuring proper documentation of grievances and actions taken.
- Furnishing periodical reports on activities to the Board, preferably quarterly but not less than bi-annually.

The details of the Nodal Officer shall be maintained at the Head Office and updated whenever there is a change in the incumbent. The Nodal Officer's contact details shall be displayed at all branches and on KFFPL's website.

The current designated Principal Nodal Officer of KFFPL is:

Name	Ms. Annie Eapen
Designation	Principal Nodal Officer / KYC & Compliance Officer
Email	nodalofficer@kannattu.com
Address	Kannattu Fingold Finance Pvt Ltd, No: 7, Ground Floor, Karuneegar Street, Adambakkam, Chennai – 600088, Tamil Nadu

Both officers shall ensure adherence to the principles of natural justice and timely redressal of customer grievances while maintaining transparency and accountability in the grievance resolution process.

5. Grievance Redressal Mechanism

KFFPL is committed to providing the highest level of customer service and ensuring that grievances and complaints are addressed in a fair and timely manner. Customers having any grievances, complaints, or feedback regarding the products or services offered by the Company may raise their concerns as per the procedure outlined below.

Step 1: Initial Complaint Submission

Customers can lodge their complaints through the following channels:

- Branch Office – Customers may visit the nearest branch office and submit a written complaint. The branch shall log the complaint and provide an acknowledgement.
- Email – Customers can send their grievances via email to grievances@kannattu.com
- Postal Communication – Complaints can be sent in writing to: Kannattu Fingold Finance Pvt Ltd, No: 7, Ground Floor, Karuneegar Street, Adambakkam, Chennai – 600088, Tamil Nadu.
- Customer Helpline – Customers may call the GRO on 9962200232 (during business hours, Monday to Saturday).

Acknowledgement: All complaints shall be acknowledged within one (1) working day of receipt. A reference/ ticket number shall be assigned to each complaint for tracking purposes.

Grievance Categorisation and Priority Handling. KFFPL shall categorise all complaints received into the following severity tiers, with corresponding resolution timelines. Higher-severity grievances shall receive priority handling by senior officers:

- **Category 1 — Critical (Resolution within 3 working days)**
  Includes: Fraud or suspected fraud on the customer's account; unauthorised transaction or disbursal; loss or damage to pledged gold collateral in KFFPL custody; failure to release pledged gold after full repayment; complaints from persons with disabilities or senior citizens involving denial of service or inaccessibility of services.
- **Category 2 — High (Resolution within 7 working days)**
  Includes: Incorrect interest or charge levied; failure to issue KFS or sanction letter; incorrect NPA classification or adverse CIC reporting; auction-related disputes; complaints regarding harassment or coercive recovery conduct.
- **Category 3 — Medium (Resolution within 15 working days)**
  Includes: Disputes regarding loan terms or interest rate; delays in processing loan applications; concerns about valuation methodology; requests for statement of account or documents; complaints about staff behaviour (non-coercive).

- **Category 4 — Low / Informational (Resolution within 21 working days)**
  Includes: General feedback and suggestions; requests for clarification on policy terms; non-urgent enquiries. These shall be acknowledged and addressed but do not require escalation unless unresolved within the timeline.

Priority Handling for Persons with Disabilities. Complaints received from persons with disabilities (including visually challenged persons) or from senior citizens shall be automatically classified at Category 1 (Critical) priority irrespective of the nature of the complaint, and shall be attended to by a dedicated officer within one (1) working day of receipt.

Where a complaint is not resolved within the applicable timeline, it shall be automatically escalated to the next level officer and flagged in the monthly complaints dashboard placed before the MD / CEO.

Timeline: KFFPL shall endeavour to resolve all complaints within thirty (30) calendar days of receipt.

Step 2: Escalation to Grievance Redressal Officer (GRO)

If the complaint is not resolved within the specified timeframe or if the customer is not satisfied with the resolution, they may escalate the complaint to the GRO:

Name	Mrs. Cuckoo Elsa Philip
Designation	Grievance Redressal Officer
Contact No.	9962200232
Email	grievances@kannattu.com
Address	Kannattu Fingold Finance Pvt Ltd, No: 7, Ground Floor, Karuneegar Street, Adambakkam, Chennai – 600088, Tamil Nadu

- For proper resolution, customers are requested to mention their Loan Application Number or Loan Account Number while filing the complaint. Anonymous complaints shall not be addressed.
- If KFFPL requires additional time for resolution, the customer shall be informed of the reason for delay within the prescribed timeline, along with the expected timeframe for complaint resolution.
- Priority shall be given to complaints received from customers with disabilities, subject to a formal request and proof of disability being furnished by such customer.

Step 3: Escalation to Nodal Officer

If the complainant is not satisfied with the resolution provided by the GRO, they may escalate the complaint to the Nodal Officer within thirty (30) calendar days of receipt of the GRO's response:

- Name: Ms. Annie Eapen
- Designation: Principal Nodal Officer / KYC & Compliance Officer
- Email: nodalofficer@kannattu.com
- Address: Kannattu Fingold Finance Pvt Ltd, No: 7, Ground Floor, Karuneegar Street, Adambakkam, Chennai – 600088, Tamil Nadu.

The Company shall furnish a generic email ID for complaint escalation and shall ensure that the response is made within one working day from the date of receipt of the complaint.

Step 4: Escalation to RBI through CMS Portal / CRPC

If the complainant remains unsatisfied with the resolution provided by KFFPL, or does not receive a response within thirty (30) calendar days of lodging the complaint at any level, they may escalate their complaint to the RBI through the following channels:

Online (CMS Portal)	https://cms.rbi.org.in (Available 24×7)
Email	crpc@rbi.org.in
Postal Address	Centralised Receipt and Processing Centre (CRPC), 4th Floor, Reserve Bank of India, Sector-17, Central Vista, Chandigarh – 160017
RBI Toll-Free Helpline	14448 (Timings: 9:30 AM to 5:15 PM)

The Consumer Education and Protection Cell (CEPC) of the RBI shall process complaints against the Company received through the CMS Portal. However, the complainant is at liberty to seek resolution through any other legal forum, such as a Court, Tribunal, Arbitrator, or any other authority.

This Grievance Redressal Mechanism ensures that all complaints are handled with transparency and efficiency while adhering to the regulatory requirements prescribed by the RBI under the RBI-IOS, 2021.

6. Governance of Consumer Protection Committee

11. A Consumer Protection Committee (CPC) shall be constituted to ensure effective resolution of customer grievances and adoption of best practices for consumer protection.
12. The Committee shall be responsible for overseeing the grievance redressal framework and ensuring compliance with applicable regulatory guidelines.
13. The Committee shall formulate and periodically review procedures to enhance the efficiency and effectiveness of the grievance redressal mechanism. It shall ensure that all customer complaints are addressed in a fair, transparent, and time-bound manner while maintaining customer satisfaction and regulatory compliance.
14. The Committee shall ensure compliance with the SBR Directions and any other applicable laws and regulations. It shall conduct periodic audits and reviews to assess whether the grievance redressal framework is in line with statutory requirements and customer expectations.
15. The Committee shall design and implement a structured training programme for the GRO, Nodal Officer, and other employees handling customer complaints. Training shall cover:

- Awareness of regulatory requirements related to customer grievance handling.
- Best practices for effective communication and conflict resolution.
- Ethical handling of customer complaints and protection of customer rights.
- Priority handling of complaints from customers with disabilities.
- Handling of grievances from services provided by outsourced agencies.
- Regular refresher training programmes to keep personnel updated on policy changes and industry best practices.

16. The Committee shall review periodic reports on customer complaints, trends, and resolutions to identify systemic issues and implement corrective measures. The GRO/Nodal Officer shall submit reports to the CPC at least quarterly. The CPC shall submit consolidated reports to the Board of Directors at least bi-annually.
17. The Committee shall ensure that customers are adequately informed about their rights, the grievance redressal process, and the channels available for lodging complaints – including through the Loan Agreement, Key Facts Statement (KFS), and branch displays.
18. The Committee shall convene at regular intervals and make recommendations to the Board of Directors for continuous improvement of the grievance redressal mechanism.

7. Closure of Complaints

The complaint shall be considered as disposed off and closed when:

- KFFPL has acceded to the request of the complainant fully; or
- The complainant has indicated acceptance of the response of KFFPL in writing; or
- The complainant has withdrawn the complaint in writing; or
- The time limit for preferring an appeal to the RBI Ombudsman has elapsed (i.e., thirty calendar days after KFFPL's final response, where no appeal has been filed) and no court / arbitral / regulatory proceedings have been initiated by the complainant.

8. Audit of the Mechanism

19. The Audit & Monitoring staff shall check grievance registers and contact clients with serious grievances to verify whether complaints have been satisfactorily resolved.
20. KFFPL's grievance cell is audited as part of the Branch Office audit. Internal Auditors shall enquire with clients during branch visits regarding any complaints and whether those raised were settled satisfactorily.
21. The auditors shall check the grievance registers during Branch Office audits to verify settlement of complaints. Pending cases shall be followed up through field audits.
22. The Audit Department of the Company shall be responsible for overseeing compliance of grievance resolution on a sample basis.
23. Weekly and month-wise branch complaint resolution data shall be supplied by the GRO to the Audit Department.
24. In case any complaint is not resolved and is wrongly reported by a branch, it shall be captured in the Audit Report and reported to the GRO. The concerned department head shall also be apprised for strict action against the person falsely reporting complaint resolution.

9. Disclosure & Update

25. KFFPL shall display the following information for the benefit of customers at all branches, places where business is transacted, and on the website of the Company: the name and contact details (telephone/mobile number and email ID) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company.
26. The Grievance Redressal Mechanism of the Company shall be explicitly stated in the Loan Agreement and Key Facts Statement (KFS) issued to the borrower, as required under the SBR Directions. The agreement and KFS shall outline the steps for raising grievances, the contact details of the GRO and Nodal Officer, and the escalation process – including recourse to the RBI Ombudsman if the grievance remains unresolved.
27. A copy of the RBI – Integrated Ombudsman Scheme, 2021 and a summary of its salient features (in English, Hindi, and the relevant vernacular language) shall be displayed at all branches/offices of KFFPL and on its website.
28. The policy will be reviewed whenever required by regulatory changes, with updates approved by the Board of Directors.

10. Internal Ombudsman – Awareness & Future Compliance

The RBI has issued the Master Direction – Reserve Bank of India (Non-Banking Financial Companies – Internal Ombudsman) Directions, 2026, effective January 14, 2026 (the "IO Directions, 2026"), which repeal the Internal Ombudsman Directions, 2023.

Current Applicability: The IO Directions, 2026 apply to: (a) deposit-taking NBFCs with ten or more branches; and (b) non-deposit-taking NBFCs with asset size of ₹5,000 crore and above having public customer interface, as on March 31, 2025.

KFFPL's Position: KFFPL is a non-deposit taking NBFC-BL with an asset size below ₹5,000 crore. Accordingly, the IO Directions, 2026 are not currently applicable to KFFPL.

Monitoring Obligation: The Compliance Department shall monitor KFFPL's asset size and layer classification on an ongoing basis. Should KFFPL cross the prescribed threshold in the future, the IO framework shall be implemented within six months of reaching the threshold as required under the IO Directions, 2026. The Board shall be informed of any such development at the earliest.

11. Grievance Register – Minimum Data Fields

Every branch and the Head Office shall maintain a Grievance Register (physical or electronic) capturing at minimum the following fields:

S.No.	Complaint Ref.	Customer / Loan Details	Date Received	Nature	Resolution & Date
1	Complaint Ref. No.	Customer Name & Loan A/c No.	Date of Receipt	Nature of Complaint	Date of Resolution & Remarks
2	...	...	...	...	...

Approved by Board of Directors

Board Resolution Date: 01-04-2026

For Kannattu Fingold Finance Pvt Ltd

Managing Director