

COMPLAINTS/GRIEVANCE REDRESSAL MECHANISM:

<p>Periodicity: Incidence based / Ad-hoc requirement</p>	<ul style="list-style-type: none"> i. To resolve investor/borrower grievances (hereinafter referred to as Stakeholders) in appropriate and time bound manner; ii. To review and finalize the replies/responses to the Stakeholders grievances; and iii. Monitoring Stakeholder grievances.
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Mechanism:

Internal Procedures

The Company has laid down the appropriate grievance redressal mechanism within the organization to resolve complaints and grievances. Such mechanism shall ensure that all disputes arising are heard and disposed of in an effective manner.

The Stakeholders shall be told where to find details of the Company’s procedure for handling complaints, fairly and quickly.

If the Stakeholders wants to make a complaint, then the Stakeholders should be informed on the following:

- i. How to do this
- ii. Where a complaint can be made
- iii. How a complaint should be made
- iv. When to expect a reply
- v. Whom to approach for redressal
- vi. What to do if the Stakeholders is not happy about the outcome.

The Company is also registered with SCORES platform of Securities Exchange Board of India (SEBI). SCORES facilitates investors (debenture holders) to lodge the complaint online with SEBI and subsequently view its status.

The Company shall file with the recognised stock exchange(s) on a quarterly basis, within twenty one days from the end of each quarter, a statement giving the number of investors complaints pending at the beginning of the quarter, those received during the quarter, disposed of during the quarter and those remaining unresolved at the end of the quarter. The statement of the complaints shall be placed, on quarterly basis, before the Board of Directors of the Company.

Display

The Grievance Redressal Mechanism is displayed on the Website of the Company.

Grievance Redressal Mechanism

A. In case of any complaint/grievance, the Stakeholder may contact our Registered Office through any of the following channels:

For Non-retail Assets

Phone: Stakeholder(s) can call on 022-40886090 between 10.00 AM to 04:00 PM, Monday to Friday, except public holidays.

Email: Earc-compliance@edelweissfin.com

For Retail Assets

Phone: Stakeholder(s) can call our dedicated helpline number 1800 2666540 between 10.00 AM to 05:00 PM, Monday to Friday, except public holidays.

Email: Customercare.RetailARC@edelweissfin.com

Letters:

Stakeholder(s) can handover a complaint letter to the office personnel duly sealed. The Stakeholder(s) are advised to take an acknowledgment of receipt with date from the office personnel he/she is handing over the complaint letter.

Stakeholder(s) can write to us at:

Edelweiss Asset Reconstruction Company Limited
Edelweiss House, Off C.S.T Road,
Kalina Mumbai - 400 098

B. Escalation matrix:

In case the Stakeholder(s) does not receive a response within the 15 days or if the Stakeholder(s) are dissatisfied with the response received from the Company, the Stakeholder(s) may escalate the complaint to the next level as indicated below:

First Level:

If the Stakeholder(s) are not satisfied with the resolution received from above channels, or if the Stakeholder(s) does not hear from us in 30 days, the Stakeholder(s) can write at the following email id: Earc-compliance@edelweissfin.com.

Second Level:

If the Stakeholder(s) is not satisfied with the resolution received or if the Stakeholder(s) does not hear from us in 45 days, we request the Stakeholder(s) to write to our Managing Director & Chief Executive Officer/ Chief Operating Officer/ Head Compliance at Earc.cs@edelweissfin.com.

Third Level:

If the Stakeholder(s) is not satisfied with the resolution received or if the Stakeholder(s) does not hear from us in 60 days, then the Stakeholder(s) may escalate his grievance to the regulator at the below address:

The Officer In-charge,
Reserve Bank of India,
Department of Non-Banking Supervision, Regional Office, 03rd Floor,
Rear Wing, Near Maratha Mandir, Byculla, Mumbai-400008
Tel: +91 22-23084121/ 23028436 Fax: +91 22-23022011
Email id- dnbsmro@rbi.org.in