

CUSTOMER GRIEVANCE POLICY

INDIA HOME LOAN LIMITED

**504/504A, 5th Floor, Nirmal Ecstasy, Jatashankar Dossa Road, Mulund
(W), Mumbai- 400080 Maharashtra, India**

www.indiahomeloan.co.in

This Policy helps to built Customer Relations. The better the relationship, the easier it is to conduct business and generate revenue.

Our Principles :

- Customers remain the Key focus for all initiatives and strategies developed by our Company
- Our Customers and their Feedback is treated as the most valuable asset for the organization, forming the foundation for development and innovation.

We Promise :

- All grievances will be dealt with, promptly and courteously.
- We promise to resolve any or all issues faced by our customers effectively and within the communicated time frame.

1. GUIDE:

How a Person can register his/her Grievance ?

In case of any query, feedback, suggestion or complaint pertaining to the Company's services, the Customer can contact the Company through any of the following routes :

1. Company Registered Office: **INDIA HOME LOAN LIMITED**

504/504A, 5th Floor, Nirmal Ecstasy, Jatashankar Dossa Road, Mulund (W), Mumbai-400080 Maharashtra, India.

2. Website: **www.indiahomeloan.co.in**

2. COMMITTEE:

We have a committee called "**Stakeholders Relationship Committee**" established as per the provision of Companies Act 178 and as per Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

The Committee supervises the mechanism for redressal of investors' grievance and ensures cordial investors relations.

3. ACKNOWLEDGEMENT OF GRIEVANCES:

- Our Customer Grievance team will acknowledge the grievance immediately on the receipt of complaint in the form of : -
 - Emails or Contact us section, or
 - Answering the calls at the Registered office
 - Walk in at the Registered office

In all the scenarios a reference number would be provided for all future communication around the particular complaint.

- The customer will also be kept informed on the progress towards the final resolution, or communicate any delays in redressing the concern
- All complaints would be closed based on the customer's feedback only and acceptance of closure.

Write to us at :

INDIA HOME LOAN LIMITED

504/504A, 5th Floor, Nirmal Ecstasy,

Jatashankar Dossa Road, Mulund (W),

Mumbai- 400080 Maharashtra, India

Email Id : **www.indiahomeloan.co.in**

On receiving the escalation the complaint will get acknowledged within twenty four (24) working hours post acknowledgement, up to a maximum of seven (7) working days in special cases pertaining to third party transactions.