



Aspire Home Finance Corporation Ltd. (AHFCL)

Consumer Grievance Redressal Policy

Approved By

Board of Directors in its meeting held on April 29, 2016

Title	AHFCL Consumer Grievance Redressal Policy
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Aspire Home Finance Corporation Limited

Consumer Grievance Redressal Policy (As approved by the Board of Directors of the Company)

1. Introduction

The Consumer Grievance Redressal policy, as advised by National Housing Bank (NHB), has been formulated with an aim at reducing Consumer dissatisfaction and minimizing instances of Consumer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of Consumer complaints and grievances.

As part of the best corporate practices and in line Aspire Home Finance Corporation Limited (AHFCL) has prepared “**Consumer Grievance Redressal Policy**” and same has been approved and adopted by the Board of Directors of the Company at its meeting held on April 29, 2016.

Aspire Home Finance Corporation Limited [AHFCL] is required to have its Consumer Grievance Redressal policy for redressal of Consumer complaints and resolving queries in a timely manner and in line with extant guidelines framed therein. This Consumer Grievance Redressal policy is framed keeping in mind the same. The policy has the following principles:

- Employees work in good faith and without prejudice to the interests of the Consumers
- Consumers are to be treated fairly at all times
- All complaints are treated efficiently and fairly
- Complaints raised by Consumers are dealt with courtesy on time
- Consumers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the branch to their complaints

2. Mandatory Display Requirements

- AHFCL has formulated a standard Code of Conduct for its employees which defines the ethics as well as lays down the code of conduct at the workplace
- AHFCL has also formulated a Fair Practice Code which defines the practices and procedures for dealing with the Consumers in a fair

manner

- All communication material, product brochures , products and process information is generally provided in English language and wherever necessary local language and/or Hindi is used, its provided in that language
- AHFCL's Consumer s can inform their grievance at the respective branch or Head Office and standard Consumer complaint registers are available across the branches
- AHFCL has also displayed at each branch as well as on its website the escalation process for Consumer grievances along with the details

3. Policy Fundamentals

For the purpose of Consumer Grievance Redressal , a “Consumer ” is defined as :

- A person or entity that maintains an account and/or has a business relationship with the Company
- One on whose behalf the account is maintained (i.e. the beneficial owner);
- Beneficiaries of transactions conducted by professional intermediaries such as Stock Brokers, Company Secretaries, Chartered Accountants, Solicitors etc. as permitted under the law, and
- Any person or entity connected with a financial transaction which can pose significant reputation or other risks to the Company, say a wire transfer or issue of a high value demand draft as a single transaction.

4. Resolution of Grievances

- AHFCL strives for consumer satisfaction within the framework of law, adopted policies and procedures. AHFCL Consumers should approach the branches for their grievance/complaint redressal. The In-Charge of the business location where he / she had his / her account and register the complaint in the 'Complaint Register' available.
- On registering the complaint, the Consumer should obtain complaint number and date for future reference. Consumer may also write / communicate with the concerned location for redress of the grievance. (For list of locations, please log on to website – www.ahfcl.com. In case the response is unsatisfactory or no response is received, the complaint should be escalated to the following:

By letter to:

Grievance Redressal Officer

Aspire Home Finance Corporation Limited,

Motilal Oswal Tower, Rahimtullah Sayani Road,

Opposite Parel S.T.Depot, Prabhadevi, Mumbai-400025

E-mail: response@ahfcl.com

- In case the response is unsatisfactory or not received the response from the company within reasonable time (6 weeks) or is dissatisfied with the response received, the Consumer may approach NHB at the following address / mail id:

National Housing Bank

Department of Regulation and Supervision

(Complaint Redressal Cell) 4th Floor,

Core 5-A, India Habitat Centre Lodhi Road,

New Delhi – 110003

Email: crCELL@nhb.org.in