

BEST FINANCE CORPORATION LIMITED

RBI-Reg. No. - N-07-00785

CIN-U65921TZ2009PLC015595

(Grievances Redressal Policy)

BEST FINANCE CORPORATION LIMITED

RBI-Reg. No. - N-07-00785

CIN-U65921TZ2009PLC015595

Preface

The Reserve Bank of India has mandated NBFC's for the constitution of an effective grievance redressal mechanism within the organization. Such a mechanism shall ensure that all disputes arising out of the decisions of the lending institutions functionaries are heard and disposed of at least at the next higher level.

Objective of the Policy

The Grievance Redressal Policy was formed with an aim to ensure customer satisfaction and speedy disposal of customer grievances effectively and efficiently. The reason for the shortfall in service will be scrutinized and activities will be engineered to ensure high quality of service in the future. This policy also covers issues relating to services provided by the outsourced agency.

Principles of the Policy

We have drafted the Grievance Redressal policy keeping our customer's needs in mind. The prescribed document is available at all branches and employees are aware about the same. The policy is laid down based on the following principles:

- Fair treatment to the customers at all times
- Customer complaints to be dealt with complete courtesy and priority basis.
- Complete information provided to the customers to escalate their complaints, to a higher hierarchical authority.
- Company will treat all complaints efficiently and fairly.
- Employees work in good faith and in the interest of the customers

Handling Customer Complaints

We, Best Finance Corporation Ltd, have a customer service committee that is headed by the Company's Committee Head and other senior functional heads. This ensures that every complaint is given due importance and solved at the earliest. The functions of the committee are as follows -

- To screen each feedback and complaints received from various quarters and ensure quick redressal and implementation of the valuable comments.
- To ensure that the regulatory instructions regarding customer service are followed consistently and constantly with the involvement of the cluster head, the branch heads and the functional heads.

BEST FINANCE CORPORATION LIMITED

RBI-Reg. No. - N-07-00785

CIN-U65921TZ2009PLC015595

- To offer advice and aid for unresolved complaints referred by the functional heads.

Grievances Resolution Mechanism

The Branch Managers appointed are responsible for the any resolution of complaint/ grievances received by the branch. We have a standard 7 days resolution policy for such customer complaints. However, in extreme cases, the managers report a complaint to the Regional Head or nodal officer. Once escalated, the nodal officer will examine the same and offer a solution at the earliest.

Sensitizing Operating Staff on Handling Complaints

Our employees at all branches have been trained to handle complaints, and to deal with them without prejudice. The nodal officers ensure that the internal machinery for handling complaints operate smoothly and efficiently at all levels. The staff receives constant feedback on their approach. At the same time, the HR Department is given inputs on the training requirements for the staff at various levels.

Customer Grievance Redressal Mechanism

Step 1: Please visit to the nearest Branch of our company and submit your complaints/grievance and get your complaint logged in the "Complaint & Grievance Register, maintained at the branches (During the working hours) or in the drop box placed at the branches.

Step 2: If you are still not satisfied with the resolution you receive, or you don't receive any response within 7 working days you can write, mail, fax or call to the Grievance Redressal Officer of the company:

Mr.P.Saravanan,
Vice President
89/2, Padmavathi Puram,
Avinashi Road, Tirupur Tn 641603
E-mail Id: ss@bestcorp.in
Mobile: 9943011099

BEST FINANCE CORPORATION LIMITED

RBI-Reg. No. - N-07-00785

CIN-U65921TZ2009PLC015595

After examining the matter, the grievance/complaint shall be resolved within 21 working days by us. If the complaint still remains unresolved and is not redressed within a period of one month, the customer may approach the Reserve Bank of India for redressal of your complaints at below address:

The General Manager,
Reserve Bank of India,
Department of Non- Banking Supervision,
Rajaji Salai, Fort Glacis,
Chennai - 600001