

## Consumer Grievance Redressal

The Reserve Bank of India (RBI) vide its notification dated February 17, 2021 has issued Master Direction - Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 (“Master Direction”). As per Chapter XIII (Fair Practices Code) of said Master Direction all the Housing Finance Companies (HFCs) are required to adhere with Fair Practices Code to serve as a part of best corporate practices and to provide transparency in business practices. The said guidelines require every HFC to have a system and a procedure for receiving, registering and disposing of complaints and grievances in each of its offices.

The Company has adopted a “Policy on Consumer Grievance Redressal”, which is available on the website of the Company. The policy document, deals with how the ‘Customer Grievances’ received by the Company will be dealt with, by whom, within what time-frame. A record of all Customer Grievances will be maintained by the Company in such form as is feasible and all grievances will be reported to the Management in an appropriate forum and format along with details of steps taken for redressal thereof.

Our policy on Consumer Grievance Redressal follows the under noted principles.

Customers to be treated fairly at all times. Complaints raised by customers are dealt with courtesy and without undue delay. Customers 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 company to their complaints. All complaints to be dealt with efficiently and fairly as otherwise they can damage our reputation and business. Our employees would work in good faith and without prejudice to the interests of the customer.

### **Modes of sending grievance:**

#### **Physical:**

- For collating all customer complaints/grievances, JM Financial Home Loans Ltd (“JMFHLL”) will make available Complaint Registers at each Branch and attend to/address those at the respective Branch/es itself. The respective ‘Branch Managers’ will be responsible to gather any such Grievance/s received and as found necessary seek assistance from National Operations Manager to resolve all such Grievances raised, satisfactorily and within time-lines indicated in this policy.
- Further an acknowledgement / response will be sent to the customer within a week. The acknowledgement should contain the name & designation of the official who will deal with the grievance.

#### **Website:**

The Company’s website [www.jmflhomeloans.com](http://www.jmflhomeloans.com) has a customer care email id [services.homeloans@jmfl.com](mailto:services.homeloans@jmfl.com), where customers can lodge their grievances. All such grievances will be addressed by National Operations Manager by involving necessary personnel, within the turnaround times indicated hereunder.

#### **JM Financial Home Loans Limited**

Corporate Identity Number: U65999MH2016PLC288534

**Corporate Office:** 3rd Floor, A- Wing, Suashish IT Park, Building B, C.T.S No. 68-E, Rajendra Nagar, Off. Dattapada Road, Borivali (E), Mumbai - 400 066. • Tel.: Direct - +91 22 6285 5000 • F: +91 22 6285 5099

**Regd. Office** : 7<sup>th</sup> Floor, Chenergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai 400 025.  
[www.jmflhomeloans.com](http://www.jmflhomeloans.com)

## Telephone:

If the complaint is relayed over phone at Company's designated customer service number as mentioned on the website of the Company, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.

## Redressal process:

Customers will be asked to contact the concerned Branch Manager/Cluster Manager within the regular working hours of 9:00 am to 6:00 pm (Monday to Friday). Branch Manager will be the pivotal figure, responsible for resolving all customer related queries and may for that purpose seek help and support from concerned personnel and seek resolution thereof. The Branch Manager will be the point of contact with Customers and shall communicate with the Complainant/s as required.

If any resolution of complaint needs additional time, we will inform the customer/regulator for the reasons of delay in resolution and provide expected time lines for resolution of the issue.

**Nodal officer:** Mr. Achyuta Kumar Dash, National Operations Manager shall be the Nodal Officer to address all service related grievances raised by JMFHLL's Customers. All Grievances shall be brought to his notice by the concerned officials

## Grievance Redressal Procedure

At JM Financial Home Loans Limited (JMFHLL), it is our endeavor to provide the best in customer service. All our products, services and policies are built around the core value of customer centricity. There can be instances where customers are not satisfied with the services provided. To highlight such instances and register a complaint, please follow the following process:

Level 1 - The customer may raise his/her complaint through the Toll free number mentioned on [www.jmflhomeloans.com](http://www.jmflhomeloans.com) or send an Email to [services.homeloans@jmfl.com](mailto:services.homeloans@jmfl.com) or write to the Branch Manager. The complaint will be addressed as soon as it is received.

Level 2 - If the customer is not satisfied with the resolution provided or his/her queries is not solved within 7 working days, the customer may escalate to: [head.ops@jmfl.com](mailto:head.ops@jmfl.com)

Level 3 - If the customer is not satisfied with the resolution provided at Level 2 or his/her queries is not solved within 7 working days, the customer may escalate to: The Chief Financial Officer. Email: [cfo.homeloans@jmfl.com](mailto:cfo.homeloans@jmfl.com)

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Level 4 - If the customer's issue is not found resolved even after contacting various complaint resolution channels, he/she can escalate the issue by writing to the Chief Executive Officer at:

The Chief Executive Officer  
JM Financial Home Loans Ltd  
5th Floor, 'Cnergy',  
Appasaheb Marathe Marg,  
Prabhadevi, Mumbai 400 025  
or send e-mail to: [ceo.homeloans@jmfl.com](mailto:ceo.homeloans@jmfl.com)

Grievances will be addressed within 7 working days from the date of receipt of request.

Level 5 - In case of non-addressal of the complaint to the customer's satisfaction, within 21 working days reasonable time frame from the above quarters, the customer may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint in an online mode at the link <https://grids.nhbonline.org.in/> or may write to: National Housing Bank (Complaint Redressal Cell) 4th Floor, Core 5A, India Habitat Centre, Lodhi Road. New Delhi - 110 003.

Or, Customer may lodge complaint to National Housing Bank through their online grievance lodging system also, called Grievance Redress Information & Database System ('GRIDS') through the link at <https://grids.nhbonline.org.in>

#### **Review:**

A periodic dashboard of Consumer Complaints/grievances will be presented to the Board at review meetings, showing therein total number of grievances received, grievances resolved, categorization of grievances.

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