Complaint Handling and Grievance Redressal Policy

Under clause 3(A)(a)
Circular F. No. IFSCA-LPRA/3/2024-Legal and Regulatory Affairs dated 2nd December 2024
Complaint Handling and Grievance Redressal by Regulated Entities in the IFSC

1. Objective

We are committed to providing our customers with fair, transparent, and timely resolution of complaints. This policy lays down the process for lodging and addressing complaints, ensuring effective redressal in line with IFSCA regulations.

2. Who Can Use This Policy

This policy applies to all customers as defined under IFSCA regulations. Certain categories such as dealings with group entities, foreign institutions, ancillary service providers, BATF service providers, finance companies engaged in aircraft/ship leasing, and global/regional corporate treasury centers are excluded as per the circular.

3. Our Commitment

- **Fairness** – Every complaint will be handled objectively and without bias.
- **Timeliness** – Complaints will be acknowledged within 3 working days and resolved within 15 working days wherever possible, and in any case not later than 30 days.
- **Transparency** – Clear communication will be provided at every stage, including reasons for rejection where applicable.
- **Accessibility** – Customers can raise complaints easily through multiple channels (online/offline).

4. Whom to Contact

- **Complaint Redressal Officer (CRO):**

  Payal Nonghanvadra
  Payal.n@xperitusinsure.com

- **Complaint Redressal Appellate Officer (CRAO):** For escalation if you are not satisfied with the CRO's decision.

  Amol Shah
  Amol.s@xperitusinsure.com

5. How to Raise a Complaint

- You can submit your complaint through an email, postal mail, or in person.
- Every complaint will be registered in our system and acknowledged within 3 working days.
- We aim to resolve complaints within 15 working days and no later than 30 days.

- If rejected, reasons will be shared in writing.
- If you are not satisfied, you may escalate the complaint to the CRAO, and further, if required, approach IFSCA.

6. Record Keeping and Reporting

- All complaint records are maintained for at least six years.
- Complaint data is disclosed annually on our website and included in our annual reports, as applicable.
- Periodic reports are submitted to IFSCA in the prescribed format.

7. Compliance Oversight

Our Compliance Officer ensures this policy is followed, regularly reviewed, and updated to meet all regulatory requirements.

8. Non-Compliance

Any non-compliance with this policy may attract action under the IFSCA Act, 2019 and related regulations.

9. Policy Review

This policy is reviewed at least once every year and updated, if necessary, to remain in line with IFSCA requirements.