

GRIEVANCE REDRESSAL POLICY



STATUS LEASING AND FINANCE LIMITED

CIN NO:

U64920RJ1983PLC019702

REGISTERED OFFICE:

PLOT NO.72, S.B.B.J. OFFICERS COLONY,
NEW SANGANER ROAD, NEAR
MANSAROVAR METRO STATION, JAIPUR
302020

Revision Date: 29 April 2026

INTRODUCTION

This policy on Grievance Redressal of the Company, is set out as a mechanism available within the organization to enable the customers, employees, investors and third-party Service Provider of the Company to lodge their complaints / grievances with the Company in relation to their dealings with company being considered for them and for addressing the same in a time bound manner, by following the provisions as provided herein (“the Grievance Redressal Policy”).

REGULATORY REQUIREMENT

RBI vide its Master Direction - Reserve Bank of India (Non-Banking Financial Company - Scale Based Regulation) Directions, 2023 dated October 19, 2023, as amended from time to time, ("Master Direction"), RBI Circular on Strengthening of customer service rendered by Credit Information Companies and Credit Institutions dated October 26, 2023, Master Direction Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023, directed all applicable NBFCs to ensure that a suitable mechanism exists for receiving and addressing complaints from its customers / constituents with specific emphasis on resolving such complaints fairly and expeditiously regardless of source of the complaints and appoint a Grievance Redressal Officer for redressal of complaints of customers.

OBJECTIVES

Prompt, excellent and efficient customer services and high-level customer satisfaction is the prime objective of the Company. This policy document aims at minimizing instances of customers, employees, investors and Third Party service provider complaints and grievances through proper service delivery and review mechanism and also to ensure prompt redressal of customers, employees, investors and third-party service provider complaints and grievances, if there are any.

The key principles of Company's grievance redressal policy are as under:

- i) Customers, employees, investors and Third-Party Service Provider be treated fairly at all times.
- ii) Grievances raised by customers are dealt with courtesy, efficiency and swiftly, not exceeding within prescribed time lines.
- iii) Complete transparency is maintained with the customers, employees, investors and Third-Party Service Provider;
- iv) The Company's employees act in good faith and without prejudice to the interests of the customer and within the laid down policies and guidelines of the Company.
- v) Customers, employees, investors and Third-Party Service Provider 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.

MECHANISM FOR COMPLAINTS

Customers, employees, investors can lodge his / her grievance through any of the following channels:

At **Status Leasing and Finance Limited**, we are committed to providing efficient and transparent services to our customers. In case of any complaint or grievance, customers may follow the below escalation matrix for timely resolution:

Grievance Redressal / Complaint Escalation Matrix

Status Leasing and Finance Limited

Level	Particulars	Contact Person	Designation	Contact Details	TAT (Turnaround time)
Level 1	Complaint Registration	Concerned Branch/ Customer Care	-	<p>1. Visit nearest branch (During the working hours from 9:30 A.M to 6:30 P.M)</p> <p style="text-align: center;">or</p> <p>2. Customer Care No: +91 8441005500 or Mail ID: info@statusfinance.in</p> <p>3. <u>Letter</u>: Address Plot No. 72, SBBJ Officers Colony, New Sanganer Road, Mansarovar, Jaipur, Rajasthan- 302020</p> <p style="text-align: center;">Or</p> <p>Website: www.statusfinance.in</p>	15 Days
Level 2	First Escalation	Mrs. Priyanka Arora	Grievance Redressal Officer	<p>Email: priyanka@statusfinance.in</p> <p>Mobile No: +91 8441005500</p>	10 Days
Level 3	Second Escalation	Mr. Manoj Bansal	Principal Nodal Officer	<p>Email: manoj@statusfinance.in</p> <p>Mobile No: +91 8441005500</p>	05 Days
Level 4	Final Escalation	RBI Ombudsman	Reserve Bank of India	<p>Email: crpc@rbi.org.in</p> <p>Or</p> <p>Physical complaint (letter/post) to: Reserve Bank of India (RBI) Regional Office in Jaipur: Rambagh Circle, Tonk Road, P.B. No. 12, Jaipur - 302004, Rajasthan, India</p>	If the complaint is not resolved within 30 days, the applicant may appeal to the RBI Ombudsman

MANDATORY DISPLAY AT THE OFFICES

The Company displays the following information prominently, for the benefit of its customers, at its every place of business:

The name and contact details (Telephone / Mobile nos. / email address) of the Grievance Redressal Officer who can be approached by the customer for resolution of complaints against the Company.

INTERACTION WITH CUSTOMERS

Company recognizes that customer's expectations / requirements / grievances can be better appreciated through personal interaction with customers and publicity of grievance redressal machinery by placing them on its website / its offices at the regional level / corporate office.

SENSITIZING OPERATING STAFF FOR IMPROVEMENT IN SERVICE & HANDLING COMPLAINTS

Company deals with customers, employees, investors and Third-Party Service Provider from different segments, which may give rise to difference of opinion and areas of friction. Company understands the importance of sensitizing staff to handle customer, employee, investor and third-party service provider complaints / grievances with courtesy, empathy and promptness. The Company shall also conduct training programs regularly for staff on customer services and minimizing grievances. Imparting soft skills required for handling customers, would be an integral part of the training programs.

RECORD KEEPING

Complaints record shall be maintained centralized at Head office of the Company and the record of complaints shall be maintained for a minimum period of eight years from the date of resolution.

REPORTING TO BOARD OF DIRECTORS

Summary of the customer grievance reports along with actions initiated would be reported to the Board at least once in a year. The report shall contain information like, the total no. of complaints received, disposed of and pending, with reasons thereof, which will be placed before the Board for information / guidance.

REVIEW

The Company's Directors have been entrusted with the responsibility of enforcement of this policy. They are hereby given absolute power to jointly or severally, make necessary changes, amendments or additions or removals for the operational aspects of the policy within the overall spirit and guidance from time to time for reasons like technology or process upgradation, regulatory changes, maintaining competitive edge or responding to changes in market or risk environment, etc. This is required to ensure full operational freedom to the senior management and make the management team more adaptive to rapid changing external environment. All changes so made shall be noted to the policy approving authority during the next policy review.