



Policy Name	Grievance Redressal Mechanism Policy	Version No.	1.9
Date of Approval	30-Jan-2015	Date of last revision	04-Mar-2024
Department Responsible	Risk	Date of next revision	-

Version History

Version No.	Recommended By	Approved By	Approval / Revision date	Description / Description of change
1.0	-	Board of Directors	30-Jan-2015	Grievance Redressal Mechanism Policy
1.1	-	Board of Directors	30-Jan-2019	amendment to Clause No. 4 - "deleted the words "reasonable time" and replaced it by "30 days" ".... In case, the customer does not receive the response from the Company within 30 days or is dissatisfied with the response received, the Customer may also approach NHB at the below address,"
1.2	-	Board of Directors	17-Jul-2019	amendment to Clause No. 4 By email: crcell@nhb.org.in replaced by GRIDs Portal link: https://grids.nhbonline.org.in
1.3	-	Board of Directors	24-Jan-2020	No change
1.4	-	Board of Directors	25-Jan-2021	No change
1.5	-	Board of Directors	20-May-2021	Change in name of Grievance Redressal Officer
1.6	-	Board of Directors	4-Feb-2022	Modification - Department of Grievance Redressal (instead of Department of Regulation & Supervision)
1.7	-	Board of Directors	29-Mar-2022	Modification – Clause (3), (4), (5)
1.8	-	Board of Directors	29-Mar-2023	Amendments made in line with Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021
1.9	-	Board of Directors	04-Mar-2024	No Change

GRIEVANCE REDRESSAL POLICY OF SUNDARAM HOME FINANCE LIMITED

Introduction

The grievance redressal policy of Sundaram Home Finance Limited (hereinafter referred to as “the policy”) aims at minimizing instances of customers’/depositors’ complaints. The Company believes that the primary objective of “nearness to the customer and ensuring customer delight” can be harnessed only by an effective and grievance-free customer/depositor service.

The Company’s policy on grievance redressal is based on the following:

- Transparency and Fairness in dealing with customers’/depositors’ at all times.
- Customers are informed of their right to escalate their complaints/grievances within the organization and their rights of alternative remedy(ies), if they are not fully satisfied with the response of the Company.
- The Company employees would work in good faith and without prejudice to the interests of the customers’/depositors’ of the Company.
- The Company also believes that an alert customer is the need of the day and any grievance/complaint will have an adverse negative impact on the strong edifice, reputation and the goodwill that the Company has built over years.

1. Grounds of Grievance(s)/Complaint(s):

Grievance/Complaint may arise on account of any one of the following:

1. Poor service rendered to customer
2. The attitude/behaviour in dealing with customer/depositor
3. Inadequate knowledge of the staff dealing with the customer/depositor
4. Non-furnishing of information arising out of technical snags

2. Mode of registering a Complaint/Grievance:

Customers/Depositors may contact the Branch Manager/Zonal Heads/Area Heads at the branches where they have taken a loan for redressal of their grievance. **A Complaint Register is available at the branch for customers/depositors to record their complaint in writing.**

In case the response is unsatisfactory the customers/depositors may approach the Grievance Redressal Officer as per the details furnished hereunder:

Ms. Ramyaa Ramesh
AGM (Operations)
Sundaram Home Finance Limited
“Sundaram Towers”,
Fifth Floor, No. 46, Whites Road,
Royapettah,
Chennai – 600 014

By Telephone:

Tel: 91-044-2851 5267
Mobile: +91 96009 78848

By E-mail:

customercare@sundaramhome.in

depositorcare@sundaramhome.in

3. Time frame for Resolution of Grievances

Complaints received will be investigated from all possible angles and the Company shall endeavour to resolve the same within 30 days from the date of receipt of complaint by the Company. Company will send an acknowledgement/interim-response within three days from date of receipt of complaint.

4. Nodal Officer to handle complaints and grievances

The Nodal officer to handle complaints and grievances of the customers/depositors:

Ms. Ramyaa Ramesh
AGM (Operations)
'Sundaram Towers',
Fifth Floor, No. 46, Whites Road,
Chennai – 600 014
Telephone- 044 2851 5267
Email: ramyaa@sundaramhome.in

In case, the customer does not receive the response from the Company within 30 days or is dissatisfied with the response received, the Customer may also approach NHB at the below address,

National Housing Bank

Department of Grievance Redressal
4th Floor, Core 5-A,
India Habitat Centre,
Lodhi Road,
New Delhi – 110003

By Web-link: <https://grids.nhbonline.org.in>

We shall display the above policy in the Notice Board of all our branches / offices and the official website of the Company.

5. Reporting

The Company will report the status of all grievances received from the stakeholders to the Stakeholders Relationship Committee on a yearly basis.
