

# Grievance Redressal Mechanism Policy

## Contents

1. Area of application .....	3
2. Basis .....	3
3. Purpose.....	3
4. Recording and tracking of Complaints.....	3
5. Resolution of Complaints .....	3
6. Time frame for response .....	3
7. Mechanism to handle customer complaints/grievance.....	4

## 1. Area of application

This guideline applies to all employees working for Volkswagen Finance Pvt. Ltd.

## 2. Basis

The Grievance Redressal Mechanism Policy has made as per Directions issued by Reserve Bank of India (RBI) on Fair Practices Code for Non-Banking Financial Companies (NBFCs).

## 3. Purpose

The purpose of the policy is to ensure that:

- All customers are treated fairly and without bias at all times.
- All issues raised by customers are dealt with courtesy and resolved on time.
- Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint

## 4. Recording and tracking of Complaints

- All the complaints received by NBFC must be recorded and tracked for end-to-end resolution
- Complaint MIS is published to the management on quarterly basis

## 5. Resolution of Complaints

The department heads are responsible jointly and severally for resolution provided by their teams and for closure of customer issues.

## 6. Time frame for response

The turn-around time for responding to a complaint is as follows:

- i. Normal cases (other than the one mentioned below): 15 working days for normal cases
- ii. Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: 21 working days
- iii. EMI related cases: 30 working days
- iv. Cases involving 3rd party (other Banks or financial institutions or dealership or if customer out of country): 30 to 45 working days
- v. For all the complaints received from the regulator, timelines as mandated by respective regulator will be adhered to

If any case needs additional time, the NBFC will inform the **customer/regulator** requirement of additional time with expected time lines for resolution of the issue.

## 7. Mechanism to handle customer complaints/grievance

Customers who wish to provide feedback or send in their complaint may use the following channels between 9:30 am and 6:00 pm, from Monday to Friday (except on public holidays).

- Call our Customer Service Helpline on +91-022-39521212
- Email us at [CustomerCare.India@vwfs.com](mailto:CustomerCare.India@vwfs.com)
- Write to us at the below mentioned address:

**Volkswagen Finance Pvt Ltd**  
**3RD Floor, A- Wing, Silver Utopia,**  
**Cardinal Gracious Road,**  
**Chakala, Andheri East,**  
**Mumbai - 400099**

In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided by **Volkswagen Finance Pvt Ltd**, the customer can approach the Grievance Redressal Officer. The name and contact numbers of the Grievance Redressal Officer is as follows:

**Mr Nitesh Ruparel**

**Tel. No.: +91-22-39521532**

(between 9:30 am and 01:00 pm, from Monday to Friday except on public holidays)

If a customer is not satisfied with the resolution provided through various channels or if the complaint/dispute is not redressed within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the Volkswagen Finance Pvt Ltd falls. The details of DNBS is as given below:

**The Reserve Bank of India,**  
**Department of Non-Banking Supervision,**  
**Mumbai Regional Office, 3rd Floor,**  
**Opp. Mumbai Central Railway Station,**  
**Byculla, Mumbai - 400 008**  
**Phone : 022 23084121**  
**Fax : 022 23099122**  
**Email id: [dnbsmro@rbi.org.in](mailto:dnbsmro@rbi.org.in)**