MUTHOOT HOUSING FINANCE COMPANY LIMITED
(MHFCL)

CIN: U65922KL2010PLC025624

GRIEVANCE REDRESSAL POLICY

Version 11.0

Recommended by

Whole Time Director

Date of Origination-9.08.2014

Date of Modifications/Amendments-25.7.2017, 27.4.2019, 31.3.2021 ,23.11.2021 , 18.10.2022 ,30.09.23 , 8.8.24 , 21.4.2025 and 05.02.2026

Approved by:

Board of Directors

Date of Approval: - 6.11.2026

Grievance Redressal Policy of MHFCL

A. Background:

MHFCL realizes that quick and effective handling of complaints as well as prompt corrective & preventive actions to improve processes are essential to provide excellent customer service to all segments of customers.

To achieve this, MHFCL has made a clearly documented policy for redressal of customer grievances. In line with NHB circular: NHB/ND/DRS/Pol-No.34/2010-11: Fair practice code.

Through this policy, MHFCL will 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 sources of the complaints.

B. Principles of grievance redressal:

The guiding principles of the approach to grievance redressal are as follows:

i. Transparency: The customer shall be provided with information regarding the channels they can access to service their requirements and resolve their issues. In addition, the turn - around - time for issues to be addressed including investigation and resolution shall be communicated transparently.

ii. Accessibility: MHFCL shall enable the customers to avail of services through multiple published channels.

iii. Escalation: Information on the process of escalation of complaints to the next level in case the customer is not satisfied with the resolution provided by the current level, will be made available in the branches/website.

iv. Customer Education: MHFCL shall endeavor to make continuous efforts to educate its customers.

v. Review: MHFCL shall have forums at various levels to review customer grievances and enhance the quality of customer service.

C. The objective 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.

Complaint Definition: Any expression of dissatisfaction about a product or service that is not resolved at the first point of contact is a complaint.

D. Registration of Complaints:

The customer can register his complaints through various means, namely:

a. Letter: Customers can lodge their complaints in writing by sending a letter to the Branch Manager of the Branch from where they have availed of the loan.
b. Email: Customers can also email their complaints by writing to MHFCL mhflcustomercare@muthoot.com.
c. Verbally: Customers can contact our Branch and advise the Branch staff of their Grievance. The Grievance needs to be recorded in the Complaint Register kept at Branches and details forwarded to HO for Resolution. Customers can also call our Call center at 18002678811 to voice their grievance on working days i.e Monday to Saturday, between 9.30 a.m to 6.00 p.m, except Sunday & Public Holidays)
d. Website : Customers can register their grievances at "Contact Us" link available on our website www.muthoothousing.com

E. Grievance Redressal Committee:

MHFCL has a Grievance Redressal Committee comprising of following members to review the customer grievances received at MHFCL

1. Head Sales/Business
2. Head Operations/Grievance Redressal Officer
3. Head Collections

The committee can invite any other functional head to attend the meeting and the Meeting to be held as and when required.

Complaint Resolution:

Acknowledgment:

Complaints made will be acknowledged by MHFCL within 7 days from date of receipt.

a. If the Complaint is made in writing at mhflcustomercare@muthoot.com MHFCL will acknowledge email the immediately.

b. If the Complaint is made verbally at Call Centre, customer will be provided a reference number to track the progress and stipulated time frame indicating final response.

Response:

a. MHFCL will provide a response to the customer's complaint within 15 days of the complaint having been received.

b. When the response requires retrieval of old documents/records etc MHFCL will revert to the customer within 30 days of receipt of complaint.

Escalation Matrix:

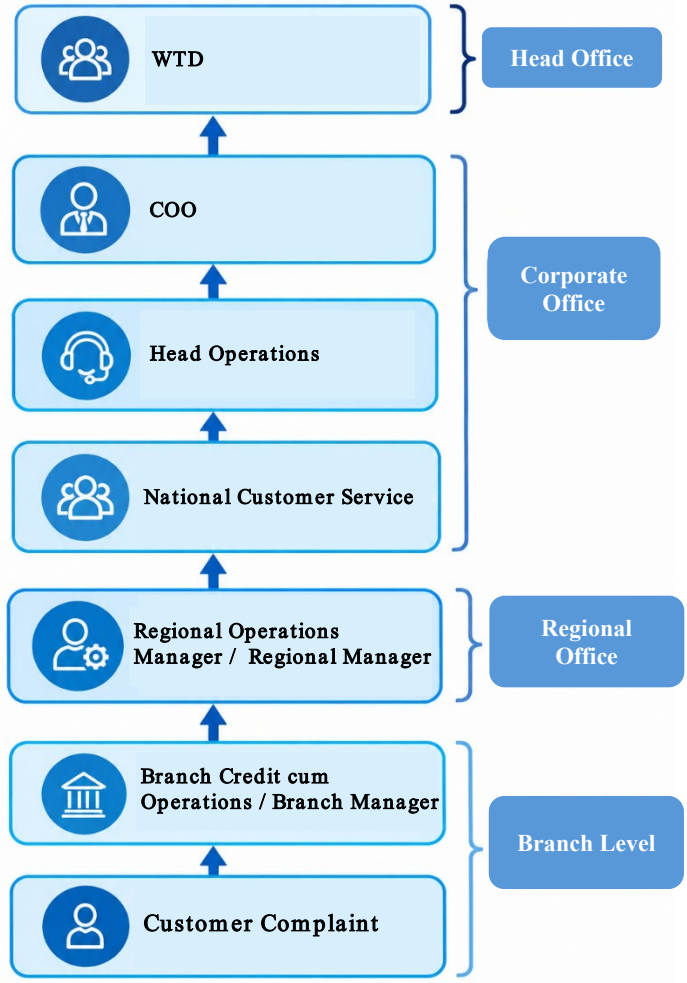
MHFCL will display the Escalation Matrix in Annexure 1 at all its branches to provide the customers a clear indication of the process to be followed in case of unsatisfactory complaint resolution.

F. Review Clause

The policy should be reviewed once in a year.

Annexure 1:

Escalation Matrix/Grid to handle customer complaints:



Customer Grievance Helpline: 18002678811

(Monday to Saturday, between 9.30 a.m to 6.00 p.m, except Sunday & Public Holidays)

Grievance Redressal Officer:

Name : Mrs. Suchita Chavan
Designation : National Manager Customer Service Operations
Address : Muthoot Housing Finance Company Limited.
01,13th Floor,Parinee Crescenzo,
Plot No. C-38&C-39, Bandra Kurla Complex,
G Block, Bandra (East), Mumbai 400051.
Contact Number : 022-6272-8500 ext 508
Email ID : suchita.chavan@muthoot.com

Escalation to regulator:

If the complainant does not receive response from the company within a period of one month or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints online on the website of NHB or through post to NHB, New Delhi. The details are as follows:

National Housing Bank,
Department of Regulation and Supervision (Complaint Redressal Cell)
4th Floor, Core-5A, India Habitat Centre,
Lodhi Road, New Delhi-110003.
www.nhb.org.in

Offline Mode : By post, in prescribed format available at the link under Citizen's Charter at https://nhb.org.in >>> https://nhb.org.in/wp-content/uploads/2021/08/complaint-form.pdf or https://nhb.org.in/citizencharter/Complaint_form.pdf

Online Mode : www.grids.nhbonline.org.in