

## **Grievance Redressal Policy**

At Hero Housing Finance, it is our endeavor to provide the best in Customer Service. All our products and policies are built around the core value of “Customer First”. As a service organization, enhancing the level of customer satisfaction is the prime concern of the Financial Institution. However, there can be instances where customer is not satisfied with services rendered or have some queries on the loan facility availed. In order to resolve such queries /complaints, the Company has laid down the following Grievance Redressal Mechanism.

### **Objective of the Policy**

This objective of the Policy is to minimize the instances of customer complaints and grievances through proper service delivery, to review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism shall help in identifying shortcomings in products and service delivery and to minimize customer dissatisfaction. In order to make the Company’s redressal mechanism more meaningful and effective, a structured system has been put in place. This system will ensure that the complaints are redressed in a just and fair manner within the given framework of rules and regulations.

### **Key Commitments:**

Hero Housing Finance Ltd. Intends to endorse the following key commitments:

1. The Company shall guide customers who wish to lodge a complaint and also provide guidance on what to do in case the customer is unhappy with the outcome.
2. After examining the matter, the Company shall send a response within a week time if complaint is in writing and if complaint is relayed over a phone customer shall kept informed of the progress within a reasonable period of time; the Company shall also guide a customer on how to take the complaint further if the customer is not satisfied.

3. A Nodal Officer should be appointed for the redressal of grievances of the customers including the borrowers, in connection with any matter pertaining to business practices, lending decisions, credit management and recovery. The name and contact details of the Nodal Officer should be displayed on the website of the Company.

**Modes of Lodging Complaint:**

Modes of Raising Complaint: The customer may raise complaint in writing, orally, electronically or over telephone

**Level 1:**

<b>Complaint in Person</b>	A complaint book is available at the branches. A customer can obtain it from the branch and record his /her grievances therein.
<b>Call us</b>	Complaints can also be logged at Call Centre on toll free number 1800-212-8800
<b>Email</b>	<a href="mailto:customer.care@herohfl.com">customer.care@herohfl.com</a>
<b>Website</b>	<a href="http://www.herohousingfinance.com">www.herohousingfinance.com</a>
<b>Write to us</b>	Grievance Redressal Cell, Hero Housing Finance Ltd, 7, Community Centre, Basant Lok, Vasant Vihar, New Delhi-110057

Customers are requested to necessarily provide Loan Account Number, Reference no. provided by the Company, details of Feedback/ Suggestion/ Complaint and valid phone no. & e-mail ID while communicating with the Company.

If a complaint is received from customer in writing, the Company shall send an acknowledgement/ response within a week. If more time is required, the Company will inform the customer expected timeline.

If the complaint is relayed over phone at the Company's designated telephone helpdesk or customer service number, the Company shall provide to the customer a complaint reference number and keep him/her informed of the progress within a week's time. If more time is required, the Company will inform the customer expected timeline.

After examining the matter, the Company will send final response or explain why the company needs more time to respond and shall endeavor to do so within 6 weeks of receipt of complaint and shall inform the customer mechanism to take the complaint further if he/ she is still not satisfied.

### **Whom to approach for Redressal/ Escalation Matrix**

Customers are requested to first raise their concerns through any of channels as mentioned above. In case of delayed response within the specified timelines, such complaints may be escalated to next level as mentioned below.

#### **Level 2:**

If the resolution of complaint provided at initial level does not meet expectation or response is not received within the defined timescales; customer can escalate to [customercarehead@herohfl.com](mailto:customercarehead@herohfl.com)

The complaint received at this level will be addressed within 7 working days of receipt of complaint.

#### **Level 3:**

If the resolution of complaint provided at level 2 does not meet expectation or response is not received within the defined timescales, such complaints may be

escalated to the Grievance Redressal Officer of the Company whose details are as given below:

Gautam Munjal  
Hero Housing Finance Ltd.  
7, Community Centre, Basant Lok,  
Vasant Vihar, New Delhi-110057  
Email: gautam.munjal@herohfl.com  
Phone: 011-40819810

The complaint received at this level will be addressed within 7 working days of receipt of complaint.

#### **Level 4 :**

In case complaint is not redressed or is dissatisfied with the response received, the customer may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint in online mode at the link :

<https://grids.nhbonline.org.in/> / [www.nhb.org.in](http://www.nhb.org.in)

Complaint can also be lodged via post to the following address (as per prescribed format available at the link: <http://www.nhb.org.in/%20Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%25%2093Physical-Mode.pdf>)

The Complaint Redressal Cell,  
Department of Regulation and Supervision,  
**National Housing Bank,**  
4th Floor, Core- 5A, India Habitat Centre,  
Lodhi Road, New Delhi-110003

The above details will also be displayed prominently at all branches /places of the Company where business is transacted.

