

Transactree Technologies Private Limited

2nd Floor, 7A Lajpat Nagar 4, Ring Road, Near Moolchand Metro Station, New Delhi – 110024
CIN: U65900DL2015PTC285968

PARTICIPANT GRIEVANCE REDRESSAL POLICY



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1. BACKGROUND

- 1.1. The Reserve Bank of India ("RBI") vide Master Directions Non-Banking Financial Company Peer to Peer Lending Platform (Reserve Bank) Directions, 2017 ("Master Directions") dated October 4, 2017 as updated on December 29, 2022 has directed every Non-Banking Financial Company Peer to Peer Lending Platform ("NBFC P2P") to implement a Participant Grievance Redressal Mechanism.
- 1.2. Transactree Technologies Private Limited ("**Company**") carrying on business under the brand name of "Lendbox", being a peer-to-peer lending platform in the process of applying for a registration with the RBI for NBFC-P2P, is also required to implement such a policy in adherence with the Master Directions.
- 1.3. Accordingly, the Board of Directors have, on their meeting held on November 1, 2017, approved this Participant Grievance Redressal Mechanism, drafted in line with the Master Directions. The processes set out in this document shall be reviewed by the Board of Directors of the Company periodically to ensure continued adherence with all directions issued by the RBI, from time to time.

2. OBJECTIVES OF THE POLICY

The Company recognises the importance of having an effective means of resolution of complaints raised by the lenders and borrowers using its platform ("Participant"). In order to maximize participant satisfaction, it is essential to provide the Participants with a means of communicating with the Company. The Company should institute internal processes to address all concerns of Participants. This will help in giving the Participant a satisfactory experience on the Lendbox platform. In view of the same, the Company has executed and implemented this Grievance Redressal Mechanism.

3. GRIEVANCE MECHANISM SYSTEM AND PROCESS

- 3.1. The Company shall endeavor to provide high-quality service and minimize the grievances on the part of Participants. However, it shall also inform Participants that they can raise and record their grievances, if any, in writing or verbally.
- 3.2. The Participant can approach any of the below mentioned avenues for registration of any complaint/grievance:



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3.2.1 Phone

The Participant can call our dedicated helpline number +91 7291029298 between 10:00 a.m. to 6:00 p.m. on Mondays to Saturdays, except public holidays.

3.2.2 Email

Participants can write to us at email ID support@lendbox.in and grievances@lendbox.in as well as nodalofficer@lendbox.in for complaints related to any Participant.

3.2.3 Letter

Participants can write to us at:

Lendbox - Transactree Technologies Pvt Ltd 2nd Floor, 7A Lajpat Nagar 4, Ring Road Delhi – 110024 India

- 3.3. Important conditions for addressing grievances
 - 3.3.1 The Participants shall have to fulfill the following guidelines while filing complaints or grievances addressed to the Company:
 - 3.3.1.2 All e-mail complaints shall be sent from the registered e-mail id of the Participant, as available on the Company's records.
 - 3.3.1.3 The Participant should mention his PAN and registered mobile number in the complaint.
 - 3.3.1.4 The complaint/grievance shall indicate the Loan No., assigned by the platform, which the complaint/grievance is in relation to.
 - 3.3.1.5 The Company shall not entertain any anonymous complaints.

4. RESOLUTION OF GRIEVANCES

- 4.1. The Company shall promptly send an acknowledgement of any complaint received through email/letters upon receipt and issue a complaint reference number.
- 4.2. In case of receipt of grievance/complaints on phone, the Company shall issue a complaint reference number to the Participant immediately on the same call.



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4.3. The Grievance Redressal Officer (whose details are provided below and on the platform) shall promptly and no later than 10 (ten) days from the date of receipt of the grievance/complaint, take steps to resolve the grievance/complaint.

5. ESCALATION MATRIX

5.1. Primary Level

- 5.1.1. If the Participant is not satisfied with the resolution received from the above channels, or if the Participant does not hear from the Company in 14 (fourteen) business days, the Participant can send an email to the Chief Nodal Officer of the Company at greivances@lendbox.in and contact them at +91 7291029298.
- 5.1.2. While writing to the Chief Nodal Officer, the Participants should quote the complaint reference number provided to them in the acknowledgment of their complaint, along with their loan account number to ensure continuity and help the Company correctly understand and address their concerns.
- 5.1.3. The Participant shall be assured of a response within 14 (fourteen) business days from the date of receipt of the email/letter and due efforts will be taken to resolve the complaint well before that.
- 5.1.4. If no further communication is received from the Participant upon receiving a response from us regarding their complaint/grievance, within the next 15 (fifteen) days, the complaint/ grievance shall be treated as satisfied.

5.2. Secondary Level:

5.2.1. If the Participant is not satisfied with the resolution received or if the Participant does not hear from the Company in 30 (thirty) days, then he may escalate his grievance to the RBI at the below address:

Consumer Education and Protection Department

Attn: Chief General Manager Reserve Bank of India 1st Floor, Amar Building Sir P.M. Road, Mumbai - 400001.

5.3. A consolidated summary of all the grievances, pending and closed, will be submitted to the Board of Directors of the Company every quarter, by the Chief Grievance Officer, for compliance purposes.