

Fusion Finance Limited

(formerly known as Fusion Micro Finance Limited)

GRIEVANCE REDRESSAL POLICY

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Principle

Fusion’s policy on customer grievance redressal is based on the following principles:

- Customer Centricity
- Transparency, Fairness, and Timely Redressal.

Purpose

The purpose of the grievance redressal mechanism is to ensure and establish an effective mechanism for the redressal of customer’s grievances. This policy defines:

- The manner/ channels through which the complaints can be registered and the Escalation matrix for unresolved complaints and unsatisfactory resolution.
- Awareness to customers regarding the redressal mechanism.
- Display of requirements at the branch.
- Communication of complaint receipt and closure confirmation.
- Validation/ Investigation of complaint details.
- Turnaround time (TAT) for complaint resolution and enquiries.
- Maintenance of a complaint tracker Compliant with the Ombudsman Policy

Complaint Channel & Escalation Matrix

At Fusion we have provided multiple channels through which customer(s) can report their concerns, along with a detailed escalation matrix as under for effective grievance redressal

Channel/ Manner	Details
Level 1: Walk into our branch and log a complaint in the register maintained at the branch	
✓ Call our Toll-Free Number Timings: 7:00 AM - 8:00 PM	18001037808
✓ Email your concern	customercare@fusionfin.com
By post, call & e - mail to nodal officer at the Head office	Name: Ms. Ruchika Behl Postal Address: Fusion Finance Ltd. H-1, Community Centre, Naraina Vihar New Delhi - 110028 Direct No. - 011-46646634 Email Id. - nodalofficer@fusionfin.com
Level 2: In case the query/ complaint is not resolved within 21 days of contacting with nodal officer, the complainant/ the borrower can contact: Principal Nodal Officer	Name: Ms. RenuJoshi Postal Address: Fusion Finance Ltd. H-1, Community Centre, Naraina Vihar New Delhi - 110028 Direct No. - 011-46646608 Email Id. - pno@fusionfin.com

<p>Level 3: If the complaint/dispute is not redressed within the defined TAT the Borrower/ Complainant may contact: MFIN (Microfinance Institutions Network)</p>	<p>Toll-free no. 18001021080</p>
<p>Level 4: If the complaint/dispute is not redressed within 30 days, the Borrower/ Complainant may contact/write to: Reserve Bank of India (RBI) AND/OR</p>	<p>General Manager RBI, (DNBS) Reserve Bank of India, 6, Sansad Marg, New Delhi - 110001. Telephone: +91-11-23715097 Fax No: +91-11-23358224</p>
<p>Lodge a complaint on the portal :</p>	<p>https://cms.rbi.org.in/</p>

Customer Awareness

- Toll-free number 1800 1037 808 which is on the customer's Loan passbook.
- Contact number and email ID of the Nodal officer is available in the Key fact statement.
- Customer's are educated on the grievance redressal process during CGT & GRT
- Contact details of Relationship Officers and Branch Managers are provided for any grievances.
- **Online Access & Logging**
 - Escalation matrix is available on the website
- **Information Displayed at Branches/Offices**
 - Escalation matrix is prominently displayed in the notice board in all branches & offices . The same is also audited by the Internal Audit team for adherence, adequacy, and accuracy.
- **Employee Training & Awareness**
 - Customer Query Resolution and Grievance Redressal is a mandatory module in L&D content for all customer-facing employees.
- Grievances of person's with disabilities are handled under the same mechanism. The grievance redressal mechanism also covers issues related to services provided by outsourced agencies. The Loan agreement includes a declaration that the company shall be held accountable for inappropriate behaviour by its employees or those of the outsourced agency and shall provide timely grievance redressal
- The grievance and queries are dealt with promptly and courteously. Log is maintained for all the grievances and steps taken for its resolution. In addition to this, all the calls are recorded for training and quality purposes.
- Customer Query Resolution and Grievance Redressal is a very important module in our L&D content which each employee in the customer-facing functions has to complete on joining and are refreshed every subsequent year.
- As part of our wing-to-wing monitoring processes - both pre and post- disbursements - the Branch Manager, Area Manager, and Divisional Manager are required to conduct surprise visits at centers and seek feedback on customers' experience with Fusion. This is designed to provide proactive, timely, and satisfactory resolution to customer issues.

Categorization of Customer Interactions

All customer interactions irrespective of the channel or mode will be recorded under the query/Request/Complaints (QRC) framework (Annexure) in the call tracker.

Category	Definition	Example
Query	A general enquiry or request for clarification by customer about a product/service.	Information about any Loan processing fees, Reconfirmation of EMI payment made
Request	A customer asks the institution to perform an action the institution has agreed to or should provide.	Request for statement of Loan account, NOC, Insurance Policy document
Complaint	Complaint means a representation in writing or through other modes alleging deficiency in service in service which the institution is required to provide, whether or not there is actual financial loss.	Payment made via company QR code/ Website but not reflected in the Loan a/c, Amount for settlement collected but Loan a/c not marked as settled

Communication of complaint receipt and closure confirmation

Fusion focuses on maintaining complete transparency with its clients; therefore, we have developed a process where an SMS is sent to the customer every time a complaint is received and resolved.

Validation/ Investigation of complaint details

Fusion treats all complaints fairly and transparently adhering to our mission of being a responsible lender. On receipt of any complaint “Grievance Team Leader” validates the details through Shakti (LMS software), upon confirmation of details and submission of the requisite documents by the complainant as mentioned on page no 7 of this policy, the complaint is forwarded to the respective department depending on the complaint category. For instance:

- Complaint regarding disbursement, client details correction is sent to the business team.
- Complaint regarding incorrect NEFT, NEFT cancellation etc. is sent to the Finance & Accounts team.
- Complaint regarding Insurance claims is sent to Insurance team.
- Complaint regarding CB data updating is sent to the MIS team.
- Depending on the nature, any other complaint which needs field-level investigation is sent to the seniors in the branch and Internal Audit team.

Closure of Complaint

- Respective teams on receipt of details carry out the necessary investigation and take corrective action to resolve the reported complaint.
- On closure at their end, confirmation is sent to the grievance resolution team which then takes feedback from the clients on the complaint resolution and accordingly close the ticket where the customer / complainant is satisfied with the resolution offered.
- Details of complaint and the investigation are referred to the Nodal Officer for a review in cases where the resolution is being denied or offered partially/wholly and where the customer/complainant is not satisfied with the resolution offered or is not contactable.

In case of partial/full rejection or false complaints, and where the customer is not contactable /non satisfied , the matter is also referred by the Principal Nodal Officer to the Internal Ombudsman (IO) for review and decision/approval.

1. **Verbal Feedback After Every Call:** A feedback mechanism is implemented wherein customers provide their confirmation on complaint closure and their satisfaction with the resolution offered after each grievance call, and this feedback is recorded for further analysis.
2. **Agent Name Introduction at Call Start:** The name of the agent handling the grievance is communicated at the beginning of each call to foster trust and transparency with the customer.
3. **Information Given Only After Verification:** Information is provided to customers after proper verification to ensure accuracy of communication and to maintain security protocols.
4. **Missed Calls Follow-Up:** If a customer's call is missed, the team initiates a follow-up call within T+2 working days to ensure the grievance is addressed and that no customer is left unattended.
5. **Bi-Monthly Training Sessions:** Bi-monthly training sessions is conducted, focusing on individual feedback and addressing collective issues, to ensure continuous employee development and improve overall performance.

Complaint Status Review Mechanism

The grievance team at HO keeps a record of all the complaints and queries received through any mode, and the same is reviewed by the Nodal officer for completeness and correctness. The nodal officer tracks all the complaints for their closure within the defined timelines and ensures appropriate approvals for closure.

- Complaint tracker is reviewed by the Principal Nodal Officer (PNO) on a fortnightly basis.
- **Turnaround time (TAT) for complaint resolution**

In all cases, complaints received at the branch or HO, the Audit officers / AM Audit/ Branch Manager / Area Manager / Divisional Manager/ Regional Manager/ Zonal Head will make an earnest effort to readdress the grievance and/or implement the suggestion if it relates to any operational issue, that is within his/her competent/authority.

A dedicated team member within the customer service team in an ongoing manner shares details and follows unresolved complaints that are pending for resolution and escalate with the respective HOD, COO & CEO Level as per the ageing of the complaint.

Branch Complaint Register

- To ensure compliance with regulatory requirements and prevent underreporting of complaints, all complaints recorded in the Branch Complaint Register must be promptly communicated by the Branch In-charge to the HO Grievance Team via the designated email **branchcomplaint@fusionfin.com**, along with the complaint details or image of the register.
- Upon receipt, the HO Grievance Team registers a complaint, assigns a Service Request Number (SRN), and provides it to the complainant. The team will follow up and escalate as per the defined grievance redressal process, and once resolved, will close the complaint, providing the closure date to the Branch In-charge for updating in the register.
- The Business Supervisor must regularly verify that all complaints are forwarded to the HO Grievance Team, and if not, promptly raise them. They must also ensure that closure dates are tracked and followed up on if pending, with any unresolved issues escalated to the HO Grievance Team for resolution.

Complaint Registration & TAT

'Turnaround time' (TAT) for the resolution of grievance and complaints is defined in the table below depending on the type of grievance/ complaint:

TAT will be calculated only after receipt of all supporting documents/submissions as required by Fusion given the nature of the complaint. The same is listed in the table below.

A complaint will be lodged formally only on submission of the relevant documents as mentioned hereunder and accordingly, the TAT will be calculated.

S. No.	Particulars	TAT	Remarks	Documents
1	Insurance-related complaints	30 days	Receipt of death-related documents for processing an Insurance claim	- Death Certificate - Filled death validation form -Nominee Bank Passbook updated copy – clearly mentioning the nominee’s name, IFSC Code, and Account Number, and it should not be in dormant status. KYC documents as required by the Insurance company.
2	Bureau-related complaints	30 days	Existing Customer - Latest Credit Bureau Report to evidence the nature of concern Not a Fusion customer – But report reflecting a Fusion Finance Loan <ul style="list-style-type: none"> ✓ Written Consent (to access their Credit Report) with clear authority to pull their Credit Report for investigation purposes in the form of an email or signed letter. ✓ KYC Documents, Photo ID Proof (e.g., PAN, Aadhaar, Passport) ✓ Latest Credit Bureau Report for the CIC (CIBIL, Experian, Equifax, CRIF) 	Recent bureau report
3	Loan-related complaints about: - Payment updation - Wrong posting	30 days	Such complaints require the submission of proof of payment and involve field investigation, validation, approval, and system updates. While the TAT of payment posting will be 14 days, however, post the payment updation, the payment string in the bureau record will also be corrected as per the actual date of payment.	Fusion Loan Passbook & Loan information receipt copy, UTR number, proof of digital payment

4	Loan-related complaints about: - Disbursement in the wrong A/C	30 days	Such complaints involve field validation, approval, and system updating. Also, this is to keep in line with the Bank's TAT.	Updated bank passbook of the member.
5	Contact Number Change Loan-related complaints (other than those specified in S. No. 3&4)	5 days	Such complaints involve the deletion of the incorrect contact number on records. In the case of a delinquent client, the incorrect number is also removed from the agency / company dialer. Complaint details are forwarded to the branch for updating the new contact number of the customer. The complaint is closed post removal of the incorrect number.	
6	Recovery and Collection (including Recovery agents and employees)	14 days	Details of the number and name are sought from the customer to investigate the complaint.	
7	CPGRAMS-related complaints	21 days	These complaints are directly monitored by the Department of Financial Services (Go) and the RBI. The TAT is defined by RBI.	

Reporting to the Board of Directors

A summary of the customer grievance reports is reported to the Board at each quarterly Board meeting. The report contains information like, the total number of complaints received, the total number of queries received, disposed of and the expected date of closure, along with the numbers of complaints closed beyond TAT, a breakup of the numbers of complaints as per the nature thereof, which will be placed before the Board for information, review and for necessary guidance if required.

The Board of the Company will also examine issues having a bearing on the quality of customer service rendered by Fusion Finance.

RBI Ombudsman scheme

In reference to the RBI circular on Ombudsman Scheme for Non-Banking Financial Companies, 2018 - Appointment of the Nodal Officer/Principal Nodal Officer vide circular no. RBI/2017-18/133 DNBR.PD.CC.No 091/03.10.001/2017- 18 dated February 23, 2018.

To comply with the referred circular and scheme, management has appointed 4 Nodal Officer for its operations

at East, North, South and Central zone apart from this Principal nodal officer will be designated at Head Office, Delhi. Details of the appointed Principal Nodal officer and Zonal Nodal Officers are as follows:

S. No.	Designation	Contact Details
1	Principal Nodal Officer	Ph. No.: 011-46646608 Email Id: pno@fusionfin.com
2	Regional Nodal Officer - North	Ph. No.: 91-1140176717 Email Id: nodalofficernorthzone@fusionfin.com
3	Regional Nodal Officer - East	Ph. No.: 91-2246147859 Email Id: nodalofficereastzone@fusionfin.com
4	Regional Nodal Officer - West/ Central	Ph. No.: 91-7971178876 Email Id: nodalofficercentralzone@fusionfin.com
5	Nodal Officer - South	Ph. No.: 91-8040363145 Email Id: nodalofficersouthzone@fusionfin.com

All appointed Nodal Officers shall be responsible for representing the Company and furnishing information to the Ombudsman in respect of complaints filed against the company.

Policy Revision

This policy is subject to revision based on the extant RBI guidelines from time to time and if any major change happens in the Fusion Operation policy/processes.

A note on all these changes should be submitted to the Board of Directors (s) as and when required for necessary approval