



Baid Leasing and Finance Co. Ltd.

Regd. Office: "Baid House", IInd Floor, 1-Tara Nagar, Ajmer Road, Jaipur-06 Ph:9214018855

E-mail: baidfinance@baidgroup.in Website: www.balfc.com CIN: L65910RJ1991PLC006391

GRIEVANCE REDRESSAL MECHANISM

The Company has provided for three tier Grievance Redressal Mechanism to resolve any of its customers query / grievance

Level 1:

The customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation/alteration of credit information. The details of the Grievance Redressal Officer are given as follows:

GRIEVANCE REDRESSAL OFFICER – MR. AMAN BAID

ADDRESS - "BAID HOUSE", 2ND FLOOR, 1-TARA NAGAR, AJMER ROAD, JAIPUR-06

DESIGNATION – DIRECTOR & GRIEVANCE REDRESSAL OFFICER

CONTACT NO. - 9214018855

E-MAIL ID - amanbaid@baidgroup.in

Level 2:

If the complaint is not resolved within 15 days, the customer shall complaint to the Chairman of the Company at his email id: baidfinance@baidgroup.com

Level 3:

If the complaint / dispute is not redressed within a period of one month from date of its receipt by the Chairman, the customer may appeal to:

Deputy General Manager,

Department of Non-Banking Supervision,

Reserve Bank of India,

Tonk Road, Jaipur – 302004

Points to be complied with along with the redressal process thereof:

The above information shall also be displayed at the branches / places where the business of the Company is transacted for the benefit of the customers.

In case of complaints received, the concerned Relationship Manager would report the matter with full details within 2 days from date of receipt, to grievance redressal officer(GRO).

The GRO shall take all necessary steps to redress and resolve the grievance, and will send a response as soon as possible and in any case not later than a maximum period of 15 days. If the complaint received from the customer is in respect of updation/alteration of credit information, the same shall be responded with 10 working days.

Any unresolved / not replied grievance shall be escalated to the Chairman and Managing Director of the Company, who shall take all necessary steps to redress and resolve the grievance, and will send a response as soon as possible and in any case not later than a maximum period of one month of its receipt from the GRO.

The Status Report on all complaints shall be placed before the Board of Directors for their review on a quarterly basis.