

Private & Confidential



Customer Grievance Redressal Policy

A.TREDS Limited

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Customer Grievance Redressal Mechanism

1. Introduction

Grievances and complaints received from the Clients needs to be redressed in an efficient and timely manner.

2. Purpose

The purpose of the policy (“**Policy**”) is to ensure that the Client’s grievances and complaints are handled and replied in a suitable manner within specified Turn Around Time (**TAT**).

3. Scope

The Policy applies to all the types of grievances and complaints received from the Clients directly or through any Regulatory or Law enforcement authorities.

4. Responsibility

It shall be the responsibility of the Customer Care and Grievance Officer of the Company to address the grievances and complaints in timely and effective manner.

5. Policy

I. Definitions:

“**Client(s)**” shall mean the clients of the Company, who are availing the services of Company through the website of the Company by undertaking trade receivables discounting transactions.

“**Company**” shall mean A.Treds Limited.

“**RBI**” shall mean the Reserve Bank of India.

“**RBI Regulations**” shall mean the notifications, circular and guidelines issued by the Reserve Bank of India.

II. Regulatory Requirements:

As required by the RBI Regulations, a designated e-mail ID and a dedicated customer service number shall be made available to the Clients for the purpose of registering queries/ complaints by Clients. The email id and the customer service number shall be stated/ disclosed

on the website of the Company. The customer service team shall have access to the said designated email id and phone line.

All complaints received from Client(s) will be allotted a ticket number and category. Complaints will be classified under three categories – Operational, Technical and Others. Ticket no will be intimated to the Client(s) so that the Client(s) are able to get an update on their ticket from the customer service dept.

All complaints shall be replied/resolved by the customer service dept. in consultation with the Compliance Officer and within a stipulated Turn Around Time (**TAT**) for each category. The Client shall be intimated in case of delay and steps shall be taken for redressal of the same by the customer service dept. The intimation shall also mention about the likely TAT within which the complaint will be resolved. Where the complaints are received by post/courier, the actual TAT shall commence from the date of receipt of the same.

The database of all the complaints shall be maintained detailing the date of receipt of complaint, name and address of the entity / person initiating the complaint along with contact details, particulars of complaint, amount claimed, date of reply , resolution date, brief description of the redressal provided, whether referred to arbitration, name of the person who handled the complaint etc.

III. Complaints received from Clients through RBI/Consumer Protection Courts/Economic Offence Wing/Other Regulatory Authorities:

On receipt of a complaint from Regulatory authorities, the customer Service dept. shall coordinate with the nodal person of the concerned depts. including customer service cell, where the issue has originated and shall collect the relevant facts and data pertaining to the complaint. It shall include the records of the correspondences exchanged with the Client & call recordings, if any.

IV. Arbitration:

Where the Client refers the matter to arbitration as defined in Payments and Settlements Act, 2007, written submissions shall be drafted and submitted to the RBI by Legal/Compliance officer before the stipulated due date after analyzing the matter and collecting the records, documents applicable to the matter.

In accordance with, section 24 of Chapter VI of Payments and Settlements Act, 2007

1. A.TREDS shall create a panel consisting of not less than three system participants other than the system participants/ Clients who are parties to the dispute to decide the disputes between system participants/ Clients in respect of any matter connected with the operation of the payment system.

2. Where any dispute in respect of any matter connected with the operation of the payment system arises between two- or more system participants/ Clients, A.TREDS shall refer the dispute to the panel referred to in sub-section (1).
3. Where any dispute arises between any system participant/ Clients and A.TREDS or where any of the system participants/ Clients is not satisfied with the decision of the panel referred to in sub-section (1), the dispute shall be referred to the RBI.
4. The dispute referred to the RBI for adjudication under sub-section (3) shall be disposed of by an officer of the RBI generally or specially authorized in this behalf and the decision of the RBI shall be final and binding.

V. Complaint Register:

An electronic/physical complaint register shall be maintained by the customer service dept., wherein details of the complaints shall be recorded. The data shall be maintained & updated in the electronic/physical form by customer service dept.

VI. TAT and Escalation Matrix

This is applicable for all categories of complaints – Operational, Technical and Others.

Step 1: Complaint Redressal

For complaints received through any channel including through the portal or through email, call center, etc. customer response will be provided within 2 working days by TREDS.

Step 2: Write to Head - Customer Service

We aim to resolve all complaints at the first point of contact. If the customer is not satisfied with the first resolution or response the same shall be immediately escalated to the Head - Customer Service who shall respond and attempt to resolve within eight working days.

Step 3: If the customer is still not satisfied with the resolution provided the same shall be escalated to the MD of A.TREDS Ltd.

All customer escalations which remain unresolved for more than 10 days shall be reported on a weekly basis to the MD and CEO of A.TREDS for review.

Escalation Matrix

Escalation Level	Categories	Authority	Action
Level 1	Operations, Technical & Others	Customer Support Team	Response to be provided to the customer within 2 working days
Level 2	Operations, Technical & Others	Head - Customer Service (Designated as Grievance Officer)	If the query remains unresolved within 2 working days, it will be escalated to Head - Customer Service who will respond within 8 working days.
Level 3	Operations, Technical & Others	Managing Director	If the query remains unresolved for more than 10 days, it will be escalated to MD of A.TREDS Ltd. who will respond within 24 hours

Monthly MIS of the complaints shall be reported within 10th on the next month by Customer Service Department to the Grievance Committee which is headed by MD of ATL.

If there is any pending complaint for more than one month then MD of ATL shall be consulted for effective closure of the complaint.

5. **Review** - The Policy shall be reviewed for its effectiveness at regular intervals and amendments shall be made as required and in case of change in regulatory requirements. This document will be reviewed annually, at ORMC and in case of any material change it will be put up to Board for approval

Last Reviewed: April'24

ABBREVIATIONS:

ACRONYM	FULL FORM
TAT	Turn Around Time
RBI	Reserve Bank of India
MD	Managing Director
CEO	Chief Executive Officer
MIS	Management Information System
