

GRIEVANCE REDRESSAL MECHANISM

1. Introduction

This Code has been formulated by UPSURGE INVESTMENT & FINANCE LIMITED ("UPSURGE") pursuant to the Guidelines on Fair Practices Code issued by the Reserve Bank of India (RBI). UPSURGE shall make appropriate modifications to this code from time to time to conform to the standards that may be prescribed by RBI from time to time.

2. Objectives

1. Follow good, fair and transparent business practices by setting reasonable standards in dealing with customers;
2. Encourage market forces, through fair competition, to achieve higher operating standards;
3. Relate to the customer in such a manner so as to promote a fair and cordial relationship;
4. Recovery and enforcement, where necessary, is conducted following due process of law.

3. Commitment

1. UPSURGE shall at all times do its best to act fairly, reasonably and meet the standard practices prevalent in the industry.
2. UPSURGE shall abide by all the relevant laws, regulations and meet the ethical principles of integrity and transparency during its interaction with customers.
3. While interacting with customers, UPSURGE shall take all steps as may be required to provide clear information either in English or Hindi or the appropriate vernacular language regarding: its various products and services, the terms and conditions, the interest rates/ service charges, benefits available to customers and the implications, if any and contact persons for addressing the queries, if any.
4. UPSURGE will provide a copy of this Code, on request, to the customer. The Code will also be made available on our website and at Registered office.
5. UPSURGE shall treat the information relating to customers as strictly confidential and shall not share any information, unless required under law or waived or permitted by the customer.
6. UPSURGE shall take necessary steps to inform its customers of their right to information regarding their account and the facilities available to them.
7. UPSURGE shall inform its customers of all financial information such as rates of interest, charges, method of calculation etc. through brochures, posters or during meeting with the customers etc. prior to entering in to any transaction.
8. UPSURGE shall endeavour to keep its customers informed of any change in interest rates/charges etc. through emails, from time to time.
9. UPSURGE shall disclose, by such mode and in such manner as deemed fit, to ensure transparency, all information affecting the interest of the borrower including but not limited to:
 - i. fees/charges payable for processing loan application;
 - ii. annualized rate of interest & method of application thereof

- iii. the amount of fee refundable, if any, if the loan amount is not sanctioned;
 - iv. Prepayment options and charges, if any;
 - v. Penalty for delayed repayment, in bold, if any;
 - vi. Conversion charges (Switching loan from fixed to floating rate or vice-versa);
 - vii. Existence of interest re-set clause, if any;
 - viii. any other matter which affects the interest of the borrower.
10. The disclosure shall be done to ensure that the borrowers are aware of all interest, charges and fees involved in processing and sanctioning of loan.

4. Loans

1. UPSURGE in the normal course of its business shall endeavour at all times to guide its customers about the process and procedure to be followed for availing a loan.
2. Each application shall be considered independently on merit, upon scrutiny of all the information, documents required for verifying the title of the property, identity of the person, entity and the security to be offered, including guarantees.
3. UPSURGE shall carry out borrower's due diligence to ascertain the credit worthiness of borrower which will be an important parameter in taking decision of granting loan.
4. UPSURGE shall convey in writing to the borrower in English or any other vernacular language as understood by the borrower by means of sanction letter, loan agreement or otherwise, the amount of loan sanctioned along with the terms and conditions including annualized rate of interest and method of application thereof and keep the acceptance of these terms and conditions by the borrower on its record.

5. Complaints and Grievances

1. UPSURGE shall lay down the appropriate grievance redressal mechanism within the organization.
2. UPSURGE shall endeavour to address/respond to all complaints and grievances within a reasonable time and keep the customers informed about the status of their complaints.
3. UPSURGE shall make available facilities at its registered office for the customers to lodge and/or submit their complaints or grievances, if any.
4. UPSURGE will ensure that its grievance redressal procedure is made available on its website.
5. UPSURGE shall not discriminate in extending facilities including loan facilities to physically/visually challenged applicants on grounds of disability. Further, UPSURGE shall ensure redressal of grievances of persons with disabilities under the existing Grievance Redressal Mechanism provided herein.

6. GRIEVANCE REDRESSAL MECHANISM

Escalation Matrix

Step 1:

Telephone: The customer can call us and log his grievances at 022-67425441

Email: Customer can write at the given email id: info@upsurgeinvestment.com

Alternatively, customer can also write us at: Office No. 303, Morya Landmark I, Behind Crystal Plaza, Off. New Link Road, Andheri (West), Mumbai, Maharashtra, 400053

Step 2:

If the resolution you receive does not meet your expectations, please call and login your escalation to our Complaints Management Cell, Mr. Mayank Goyal 022-67425441.

Email: Customer can write at the given email id: Mayank.mumoffice@gmail.com

**Please quote your Reference ID in your communication, which is indicated in the subject line of the resolution in Step 1. You will receive a response within 7 business days of our receiving your communication*

Step 3:

If you are not satisfied with the resolution you have received, you may write to our Nodal Officer, Mr. Dayakrishna Goyal at dkg.mumoffice@gmail.com

**Please quote your Reference ID in your email, which is indicated in the subject line of the resolution received. You will receive a response within 48 business hours of our receiving your communication*

Logging of compliant

1. All grievances made by the customers or associates will be electronically recorded and maintained by the Company.
2. Customers shall ensure that they quote their application number/sanction number/loan account number in all their correspondence with the Company. Anonymous complaints will not be addressed under this mechanism.
3. Certain types of cases might need additional time due to the nature of the activities involved; e.g., retrieval of documents. UPSURGE will inform the customers of such delay and provide expected timelines for resolution of the complaint.

Grievance Redressal Officer

1. UPSURGE shall nominate an employee of Company as the Grievance Redressal Officer ('GRO') who will be entrusted with the job of redressing the grievances raised by the customers.
2. The GRO will be available during office hours to receive the grievance of all borrowers.

Display of resolution process and time frame

UPSURGE shall put on display, the following details–

1. The contact details of the customer service centre (mobile number as well as email channel shall be provided) that can be approached by the customers for first time resolution of complaints against
2. The name and contact details of the GRO who can be approached by the customers for resolution of complaints against the Company, in case the same has not been settled by the customer service centre within 7(seven) working days.

3. In case the complaint/ dispute is not redressed within a period of 1 (one) month, the customer may appeal to the Officer-in-Charge under whose jurisdiction the registered office of UPSURGE falls.

Review of the Code UPSURGE shall conduct periodical review of the compliance of the Fair Practices Code and the functioning of the grievance's redressal mechanism at various levels of management. The GRO shall periodically review the compliance of this Code and a consolidated report of such review may be submitted to UPSURGE's Management team.