

**MAHINDRA AND MAHINDRA FINANCIAL SERVICES
LTD Customer Grievance Redressal Policy**

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1. Introduction

At Mahindra Finance we are committed to our customers and strive to provide seamless service experience. Our endeavor is to always partner with our customers to meet their expectations and provide support & resolution. We believe in customer centric approach and constantly make efforts to take care of their needs, thereby enhancing customer satisfaction.

2. Objective

The objective of the policy is to provide the framework for grievance redressal which is laid down for receiving and addressing complaints from customers. This Policy is being framed for laying out the broad guidelines and procedures to be followed, for the response and redressal of grievances/complaints raised by the Customers of the company, in compliance with the directions/guidelines issued by the Reserve Bank of India ("RBI") and other regulators from time to time. The policy sanctifies an effectual and appropriate mechanism for receiving and addressing complaints from customers with specific emphasis on resolving such complaints fairly and expeditiously regardless the source, to ensure that:

- 1 All customers are always treated fairly and in an unbiased manner.
- 2 All issues raised by customers are dealt with courtesy and in a timely manner.
- 3 Awareness is spread for the Customers regarding various avenues available to escalate their grievance within the company and their rights to alternate remedies if they are not fully satisfied with the response or resolution to their grievance;
- 4 All employees work in good faith and without prejudice towards the interest of customer.

3. Scope & Principles of Grievance Redressal:

The processes contained in this document shall apply to all branches, offices and locations of the company across India and to all activities where there is an interaction with customer. The complaints pertaining to any of the Outsourced Agencies engaged for the area of operations would follow the prescribed guidelines in Company's Outsourcing policy.

The company shall be guided by the following principles in its approach to grievance redressal:

- i. **Fairness & transparency:** The Company shall ensure that the customer's grievance shall be examined in all fairness and a unbiased approach is taken to resolve the same. The Company will ensure resolution of customer grievances in timely and efficient manner.
- ii. **Timely resolution of grievances:** The Company shall put in all efforts to ensure that the grievances raised by the Customers are resolved within the specified timelines.
- iii. **Review:** The company shall have a regular process of review of customer grievances at multiple levels to enhance quality and effectiveness of customer service.

4. Modes and channels of Raising Complaints

The company provides multiple channels to customers for registering their grievances as mentioned below:

a. Website –

Customer can raise his complaint by visiting our website - www.mahindrafinance.com.

b. Phone to Call Center –

Customers can lodge a complaint by way of phone call to the Call Center. Our Call Center executive shall capture the concerns raised by the Customer post primary level of authentication of the Customer. The call centre executive will resolve complaints of certain predefined categories at their end. The balance complaints will move further in the Grievance Redressal system managed by the Company for action and timely resolution.

[1800 233 1234 \(Mon-Sun, 8am to 10pm\)](tel:18002331234) (Except National Holidays)

c. E-Mail –

Customers can lodge a complaint by email to this designated E-mail – service@mahindrafinance.com. On receipt of the e-mail and post authentication of customer, the Customer Service Agent will understand the grievance and capture the customers complaint in the Grievance Redressal System for onward assignment, action and closure in a timely manner.

d. Customer Walk-in's at Branch -

Customers can visit the nearest branch in their location and lodge their complaints with the Customer Relationship Manager or Branch Head in the Branch. The Customers can find the nearest branch address by visiting on our website <https://www.mahindrafinance.com/branch-locator>.

e. Letter–

Customer can also raise his concern by sending letter to any of our Branch or Head Office. Customer also has an option of sending a physical complaint letter/email on the designated email id addressed to the Grievance Redressal Office or the Principal Nodal Office as per details given on the website and branches. On receipt of the complaint on the email id the designated the Grievance Redressal Officer, on receipt of the letter, will understand the grievance and capture the customers complaint in the Grievance Redressal System for onward assignment, action and closure in a timely manner.

f. Mobile Application –

Customer can also raise his grievance through our Customer Mobile Application. Customer can also download the same from Appstore by downloading Android <http://bit.ly/GetMFApp> and for iPhone [https://bit.ly/dwnld MFAPP](https://bit.ly/dwnld_MFAPP)

g. WhatsApp -

This is one more channel which is enabled by the Company for the Customers to raise the grievances. The Customers can use this channel by sending a message to 7066331234.

5. Grievance Redressal Process

a. Customer Service department is currently at the Head Office and comprises of Customer Service Head and team.

b. Grievance Redressal Officer and the Customer Service team responsibilities comprise of: -

- i. Enabling multiple channels for grievance redressal.
- ii. Monitoring resolution of customer complaints.
- iii. Ensuring timely closure as per defined timelines.
- iv. Provide inputs and enable changes to reduce the customer complaints.

c. Multiple levels of grievance redressals channels available for customers are as follows:

Escalation Matrix	
Level 1	Website, Call Center, Email, Walk in, Letter, Mobile Application WhatsApp and ChatBot
Level 2	Grievance Redressal Officer
Level 3	Principal Nodal Officer

Level 1

Level 1 includes Website, Call Center, Email, Walk in, Letter, Mobile Application WhatsApp and Chatbot. We shall capture the customer's exact issue in the online system for resolution. A reference number is generated and communicated to the customer instantly by a response sms.

Call Centre	18002331234 (Mon-Sun, 8am to 10pm) (Except National Holidays) 1800 266 9266 (Mon-Sat, 9:30am to 6:30pm) (Except National Holidays)-Exclusive number for Fixed Deposit 1800-209-7845 (Mon-Sat, 9:30am to 6:30pm) (Except National Holidays)-Exclusive number for Leasing
Email	service@mahindrafinance.com fixeddeposit@mahindrafinance.com-Exclusive for Fixed Deposit quiklyz.service@mahindrafinance.com-Exclusive for Leasing
Walk in	Nearest Branch from our Website - https://www.mahindrafinance.com/branch-locator

If the customer is not satisfied with the response or resolution offered, then customer may choose to refer the matter to Level 2 i.e. Grievance Redressal Officer

Level 2:

The customer can reopen the case if he is not satisfied with the resolution provided post closure of the case. An auto acknowledgement of the complaint number is created an auto acknowledgement is shared with the Customer. The captured complaint than follows the online automated process flow.

The Customer may also directly write on our Grievance Officer whose details are as below and are updated on our Website:

Write: **Grievance Redressal Officer**
Mahindra & Mahindra Financial Services Limited
3rd Floor, Agastya Corporate Park,
Piramal Amity Building,
Kurla West Mumbai,
Maharashtra – 400022, India

Email: **GRIEVANCEREDRESSAL@mahindrafinance.com**

Phone: **022 6652 3540 (Mon - Fri, 9am to 5pm)**

If the customer is not satisfied, the customer may escalate the matter to Level 3 i.e. Principal Nodal Officer.

Level 3:

If the customer is not satisfied with the resolution provided post closure of the case Customer may also directly write on our Principal Nodal Officer whose details are as below and are updated on our Website as below

Principal Nodal Officer

Write: **Principal Nodal Office**
Mahindra & Mahindra Financial Services Limited
3rd Floor, Agastya Corporate Park,
Piramal Amity Building,
Kurla West Mumbai,
Maharashtra – 400022, India

Email: **NODALOFFICER.HO@mahindrafinance.com**

Phone: **022 6652 6039 (Mon - Fri, 9am to 5pm)**

Grievance Related to Staff Behaviour –

The grievance redressal mechanism ensures that the disputes arising out of the decisions of the Company's functionaries are heard and disposed of at the next higher level.

6. Complaints received through Regulator/Government Authority/Departments:

a. Complaints received through National Consumer Helpline

Customer can raise his complaint through National Consumer Helpline either through their Toll-Free No-1800-11-4000 or our website (<https://www.mahindrafinance.com/customer-service#write-to-us>)

b. Complaints forwarded by the Reserve Bank of India.

Customers can escalate to RBI Ombudsman if the Company fails to respond within 30 days of lodging the complaint with them. Customer can call RBI Toll free no- 14440 or lodge a complaint online by visiting <https://cms.rbi.org.in>

Complaints received through RBI CMS portal shall be investigated and responded with due diligence wherein the written response shall be enclosed along with the supplementary evidence as required.

7. Internal Ombudsman

The Reserve Bank of India institutionalized the Internal Ombudsman mechanism in various regulated entities vide instructions / guidelines during 2018, 2021 and most recently in Dec,2023.

The Internal Ombudsman mechanism has been set up with a view to strengthen the Internal Grievance Redress system of the regulated entities. As a regulated entity MMFSL is required to abide by the master directions set for this purpose.

Key Salient Feature of the Master Direction - Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023

a.Objective

To ensure prompt, fair, and transparent resolution of customer grievances in compliance with RBI guidelines, and to strengthen internal grievance redressal mechanisms through the appointment of an Internal Ombudsman (IO).

b. Scope

This policy applies to all customer complaints received across channels (branches, call centers, digital platforms, etc.) and outlines the process for handling, escalation, and review, including the role of the Internal Ombudsman.

c. Appointment of Internal Ombudsman (IO)

- REs with 10 or more branches must appoint an IO.
- IO must be a retired bank officer (minimum DGM rank) from another bank.
- Tenure: Fixed term not exceeding 5 years.
- IO reports directly to the MD/CEO to ensure independence

d. Roles and Responsibility:

- The IO shall deal only with complaints that have been examined and rejected (partly or wholly) by the regulated entity's. The IO does not handle complaints received directly from customers.
- The Internal Ombudsman shall not handle complaints related to corporate frauds, internal administration, HR matters, legal disputes already in other fora, or commercial decisions— unless there is a clear deficiency in service, in which case such complaints may still be reviewed.
- Complaints outside scope must be referred back to the regulated entity by the IO .
- IO shall analyze complaint patterns—product/category, consumer group, geography—and give reasoned decisions based on records, suggesting actions or policy changes to address root causes.
- The IO may meet concerned functionaries and request necessary records/documents from the regulated entity, which must be provided without delay to ensure timely complaint review and resolution.
- The IO shall quarterly analyze complaint trends—entity-wise (for CICs), product, category, consumer group, and geography—and may suggest policy-level interventions based on findings.
- The IO shall not represent the entity in legal proceedings. In conciliation cases, if the complainant accepts the IO's decision, a signed agreement statement must be recorded.

e. Procedure for Complaint Redress by Internal Ombudsman

- The regulated entity must implement a Board-approved SOP and an automated complaint management system that auto-escalates all partly or wholly rejected complaints to the IO within 20 days for final review.
- The IO and regulated entity must ensure the complainant receives the final decision within 30 days from the date of complaint receipt.
- The IO shall have read-only access to the entity's Complaint Management Software to view all complaints and follow up on delayed escalations. The entity must also enable the IO to record decisions directly in the system.
- The IO shall have read-only access to RBI's Complaints Management System to track cases referred by the RBI Ombudsman, their decisions, and any appellate outcomes. The regulated entity must request this access from RBI's Consumer Education and Protection Department once the IO joins.
- The regulated entity must promptly provide all records requested by the IO for grievance resolution. The IO's decision is binding unless the entity obtains approval to disagree. If the IO upholds the entity's rejection, the rep

- ly to the complainant must clearly mention IO’s review and reasoning.
- If the IO overrules the entity’s rejection, the entity may disagree only with approval from the Competent Authority, and must inform the complainant within 7 days; such cases are reviewed quarterly by the Board.
- For all complaints examined by the IO, the entity must include the IO’s decision in submissions to the RBI Ombudsman and inform the complainant about the option to escalate, with full contact details and RBI CMS portal link

f. Training & Awareness

- Regular training for staff on complaint handling and IO processes
- Awareness programs for customers on grievance redressal channels

Back up for IO:

In case of temporary absence of the Internal Ombudsman exceeding 15 working days, Company will identify a backup from similar control functions such as Compliance, Risk, RCU, ICU etc .The name of individual for back-up will be decided only when a trigger of absence of IO beyond 15 days arise.

MMFSL will follow the **Master Direction - Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023**, which is accessible via below link-

<https://rbidocs.rbi.org.in/rdocs/notification/PDFs/108MDINTERNALOMBUDSMANCC05402F77BE4F229B59877F341386A4.PDF>

8. Complaint Categories and TAT

The current defined Turn Around Time for resolution of complaints are as follows:-

LOB	Category	Customer complaint Resolution TAT(In Days)
Wheels	Behavioural	5
	Change of Details	7
	Dealer service related	4 - 7 Days
	Existing Loan	3 - 13 Days
	Bureau Related	15
	Fraud	4 - 7 Days
	Loan Application Related	4

	Mobile App related	4
	OB- Exceptions	7
	Repossession	6 - 9 Days
	Mis-selling	6 - 9 Days
	Others	6 - 15 Days
Fixed Deposit	Bank Mandates	15
	BROKERAGE	15
	Customer Portal	15
	Death Case	15
	Deposit Date Mismatch	15
	FD Interest	15
	FDR Correction	15
	FDR Dispatch	15
	KYC	15
	Loan against FD	15
	Mobile/Super App	15
	Personal Info	15
	Preclosure	15
	Renewal	15
	Repayment	15
	Revalidation	15
	Service	15
	TDS	15
	TDS and Form 15G/H	15
Leasing	Booking Cancelation	7
	Vehicle Allocation	7
	Billing	7
	NON M&M Vehicle	7
	User Response	7
	RTO Process	7
	EMI	7
	Response	7
	Vehicle Registration	7
	Vehicle Delivery	7
	Service Team Response	7
	Quotation	7
	Vehicle Dispatch	7

Buy Back	7
Welcome Letter	7
New Vehicle	7
Insurance Policy	7
Final EMI Calculation	7
New Insurance Policy	7
Surrender	7
Portal	7
Plant Dispatch	7
Insurance Renewal	7
Spare Parts	7
Agreement	7
M&M Vehicle	7
Portal Update	7
Fraud	7
Service Request	7
Order Placement	7
Car Return	7
Pending Accessories	7
Welcome Gifts	7
2nd Key	7
Foreclosure	7
PO Tracker Updation	7
Vehicle Features	7
CIBIL	7
Vehicle Service	7
Portal Link	7
Sales Order	7
Vehicle RC	7
Vehicle Documents	7
Add on Services	7
Transfer of User Office	7
Order Confirmation	7
Order Placement to M&M	7
Others	7
Details for PO Generation	7
Admin Response	7
Accident	7

	Management	
	Pricing Updation	7
	Documents	7
	Po Generation	7
	NOC	7
	Approvals	7
	Product	7
	Tracker	7
	Dealership	7
	Vehicle Upgradation	7
	RC Issues	7
	Maintenance	7
	Vehicle Issue	7
	EV Charger Installation	7
SME	Bal Confirmation	7
	CIBIL	15
	Customer Service	5-15 Days
	Dealer service	7
	Disbursement	5-10 Days
	Loan Closure	5-21 Days
	Others	15
	Refund	5
	Repayment	3-10 Days
	Waiver	5

9. Review Mechanism:

a) All Complaints shall be highlighted to the Senior Management in Customer Service Monthly Dashboard

b) Critical Complaint categories shall be reviewed in the monthly Customer Grievance Redressal Committee

The following complaint fall under critical complaint categories-

1. Assault | 2. Dispute- Agreement/Interest | 3. Forceful Repossession – Employee | 4. Forceful Repossession – Repo Agent | 5. Fraud by employee | 6. Fraud by third party | 7. Illegal Repossession – Employee | 8. Illegal Repossession – Repo Agent | 9. Personal Loan | 10. Staff Behaviour | 11. Staff Behaviour – Repossession | 12. Threat | 13. Vehicle condition in Parking yard (Parts Missing) | 14. Wrong Details captured | 15. Vehicle Release/Key related dispute – Employee | 16. Vehicle Release/Key related dispute – Repo Agent

c) On quarterly basis, MD, CBO, CCO, CRO and CFO shall also review the performance on complaint addressal.

d) Quarterly a summary report on complaints and redressal shall be placed for review by the full Board and The Stakeholder Relationship Committee (SRC) shall review the same on a half yearly basis. IO will be permanent invitee to the SRC.

10. Review of the Policy

a) This Policy is subject to review by the board of directors of the Company as and when deemed necessary. The board of directors of the Company shall annually review the functioning of the grievance redressal mechanism.

b) This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws about maintenance of an appropriate grievance redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.
