Consumer Complaint Redressal Policy

Objective and Rationale:

The objective of this Consumer Complaint Redressal Policy is to provide a detailed guideline which will help consumers to approach Experian Credit Information Company of India Private Limited (“ECICI”) with any query, request or dispute related to their Credit Information report and ensure timely and effective resolution of the same.

The Policy aims:

- To provide contact mechanisms to support consumers
- To answer consumer queries, provide credit reports, address consumer dispute
- To provide accurate and timely support to our consumers
- To liaise with members to resolve disputes and facilitate data correction as required
- To be compliant with the RBI Regulations and Guidelines and all Credit Bureau relevant regulations primarily including the Credit Information Companies Regulation Act of 2005 read with the Rules and Regulations of 2006.
- To ensure consumer satisfaction and adherence to service levels.

I. Policy Scope

Consumer may contact ECICI Consumer Support for one of the following reasons:

- Credit report query: Consumer has a query regarding his/her credit report
- Credit report dispute: Consumer wants to raise a dispute regarding his/her Credit Information
- General query: Consumer has a general query related to the Credit Information report status

II. Modes of Contact

Consumer may contact ECICI Consumer Support in one of the following ways:

- Phone – 022-66419000 between 9.30 am to 6.30 pm from Monday to Friday
- Email – Send an email to consumer.support@in.experian.com
- Experian website – www.experian.in
- Post – Letters can be sent to Experian Credit Information Company of India Pvt. Ltd., Consumer and Customer Support Team, Equinox Business Park, Tower 3, 5th Floor, East Wing, LBS Marg, Kurla (West), Mumbai, 400070.

III. Credit Report Query and Dispute Handling Process

- Consumer may call or email ECICI regarding any queries or concerns about their Credit Information Report / Score.
- ECICI Consumer Support team will answer the Consumer query by responding to the Consumer via call or email depending on the nature of the query.
• If the Consumer has called or emailed related to a discrepancy in his/her Credit Information report, then he/she will be requested to provide his unique Experian Report Number (ERN) which was assigned to his report and highlight the nature of the dispute.
• Any Credit report dispute reported by the Consumer to ECICI Consumer Operations will be intimated to the respective lender/bank/member Credit Institution within 7 days of receipt of such dispute.
• Disputes pertaining to discrepancy of Credit Information will be resolved within 30 days subject to receipt of the responses from the respective lender/bank/member Credit Institution and the Consumer will be informed of the response and the rectification (if any) by email/phone/post as applicable.
• A detailed report of complaints along with Root Cause Analysis findings and action taken would be shared with the Consumer Protection Committee (CPC) reporting to the ECICI Board of Directors on a quarterly basis.
• The following timelines will be implemented for resolution of complaints:
  o ECICI shall provide a written acknowledgment to the consumer notifying them that their complaint has been noted and is in the process of being addressed and/or resolved. The acknowledgement will be sent within 24 working hours / by the next business day.
  o Action on the Complaint will be initiated within 3 business days from the date of receipt.
  o Complaints pertaining to rectification of credit information will be resolved within 30 days subject to receipt of responses from Banks / Credit Institutions.
  o All other types of complaints will be resolved in 10 business days.

IV. Reporting and Escalation/ Exceptions

Reporting routines will be established to provide insight regarding complaint triggers and enables analysis by the business and governance team that supports on-going root cause analysis and remediation efforts.

Consumer Escalation Grid

The Consumer may use the following escalation grid to convey any grievance during or after the dispute handling process.

1st level: nodal.officer.india@experian.com

2nd level: smgr.operations@experian.com

3rd level: head.operations.india@experian.com

Noted deficiencies will be escalated to the appropriate business unit and/or personnel in accordance with escalation processes established by the business. Issues will be escalated to Compliance and Legal, as appropriate.

V. Overview of Consumer Dispute Processing Cycle
VI. Disclaimers and Exclusions:

- The process defined in this document is indicative basis the regulatory guidelines and subject to change on a case to case basis.
- ECICI reserves the right to alter and / or delete any steps or clause/s or change this document in entirety through a review, without prior intimation.
- This Policy will be reviewed once in 18 months.
- Any dispute shall be subject to the jurisdiction of the courts in Mumbai only.
- ECICI reserves the right to review & revise its policies and processes without intimation.