

Consumer Grievance Redressal Policy (ECICI)

The Consumer Grievance Redressal Policy has been designed by ECICI to ensure consistent service experience. ECICI shall provide a responsive, fair, expeditious grievance redressal procedures to all consumers.

WHAT EVERY EMPLOYEE NEEDS TO KNOW ABOUT THIS POLICY						
WHO	his policy applies to all ECICI employees who directly or indirectly receive and/or manage Consumer ueries, complaints and disputes. This policy is also applicable to make Consumers aware of how and rhom to contact in case of a query, complaint and dispute.					
WHAT	This policy details ECICI's approach towards handling queries, complaints or disputes regardin service offered by ECICI in an effective manner.					
WHY	The policy aims to make the Consumer and the ECICI employees aware of what steps are followed to address a Consumer query, complaint or dispute					
Key policy points:	 Background, Objective and Scope Categorization and definition of query and complaint Levels of grievance redressal and timeframe for resolution 					

ECICI Internal

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1. Background

ECICI's Consumer Grievance Redressal Policy (CGRP) describes ECICI's approach towards handling queries, complaints or disputes regarding the service offered by ECICI in an effective manner. This policy has been formulated in line with RBI guidelines on Consumer Redressal Mechanism. The policy is available in the public domain – on the Experian website.

2. Objective of the Policy

The objective of this policy is to: • Create consumer awareness about ECICIS CGRP and the definition of a Consumer, Query, Complaint and a Dispute. • Specify the mechanisms that are available to the Consumer to raise this with Experian • Highlight the timelines within which a resolution is expected from Experian • Handle complaints professionally & in a transparent manner.

3. Scope

ECICI has made a free credit report being available on our website as a Service - (<u>Get your Experian Credit Report</u>). The Credit report is built using the data submitted by the Member Institutions. Any changes in the data needs to be provided by the Member Institution. A Consumer of Experian is defined as • any individual who has a Credit footprint and available in the Bureau records • any Commercial entity who has a Credit footprint and available in the Bureau records An Individual Consumer can retrieve his/her Credit report from the Experian website (<u>Get your Experian Credit Report</u>) as well as Partners and Clients that offer an Experian report as part of their own Customer Journey.

4. Categorization

A Consumer can have a:

- Query
- Complaint

regarding the service offered by Experian.

- A query is defined as a question by the consumer, often expressing doubt about something or looking for an answer from an authority. Query can be related to services made available by Experian.
 - Examples How to retrieve a credit report, website details, clarification regarding entries in the credit report, how to raise a dispute etc.
 - A complaint is defined as an expression of dissatisfaction made by the customer related to its services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected. Complaint can be related to
 - Services made available by Experian to the Consumer which are not being met by Experian. or disagreement to the services rendered by ECICI.
 - Examples Unable to retrieve a report from the website, unable to open the credit report, website not accessible.
 - An account / enquiry discrepancy in the Experian credit report obtained by the Consumer

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 Examples – Incorrect gender, wrong number of days mentioned under delays in payment, status of the account, credit score etc.

5. Level of Grievance Redressal Mechanism

Level 1

- An Individual Consumer can call 022 6641 9000 (Monday to Friday 9:30 am to 6:30 pm) or
- Write to the Consumer Support team at <u>Consumer.Support@in.experian.com</u>

Level 2

In case there is no response within 7 days for query and complaint and 30 days for disputes, you may please contact the Nodal Officer at email – nodal.officer.india@experian.com

Level 3

In case there is no response from the Nodal Officer within 2 days of the call or email, you may escalate the same to Principal Officer at email — principalnodalofficer.india@experian.com

In case emails are received to the Nodal and / or the Principal Nodal officer without having been sent to Level 1, response will be received from Level 1 itself within the defined TAT.

6. Time Frame

A query or a complaint regarding service on call by an Individual Consumer can be resolved during the call or responded on email within 7 days of receipt of all the required details on email. This is dependent on the nature of the query or complaint.

An Individual Consumer can raise a complaint regarding a tradeline / account (dispute) online using the link available on the website (Raise a Dispute Online). They can call the number mentioned above and Experian can help in retrieving the report and raise the dispute online. Experian will not be able to raise a dispute on its own based on a phone call received by the Consumer. A Consumer either needs to raise the dispute online or send all the details on the email id of the Consumer Support team. A dispute can be resolved either in favour of the Consumer or the financial institution. The Consumer will receive a status on email within 30 days of receipt of all details regarding the dispute.

A Financial Institution can also raise a dispute regarding an account of their Consumer by writing to us at Consumer.Support@in.experian.com. In order to resolve the dispute, the KYC details as well as the consent of the Consumer will be required.

Any customer aggrieved by an act or omission of a Regulated Entity, resulting in deficiency in service may file a complaint under the Scheme RBI Integrated Ombudsman Scheme, 2021 (Scheme). A complaint received by RBI Ombudsman will be handled in line with the Scheme. The various grounds for non-maintainability of a complaint, where the complaint shall not lie under the Scheme, are captured in Clause 10 of the Scheme. ECICI on receipt of the complaint will file its written version enclosing the copies of the documents relied upon, within 15 days before the RBI Ombudsman for resolution. In case of any award by the RBI Ombudsman, ECICI shall comply with the Award and intimate compliance to the Ombudsman within 30 days from the date of receipt of the letter of acceptance from the complainant. ECICI can appeal within

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30 days of ECICI receiving the letter of acceptance of Award by the complainant. The salient features of the scheme are also displayed on the website at https://www.experian.in/wp-content/uploads/2022/08/RBIOmbudsman-Salient-Features-Aug-2022.pdf.

7. Complaint Reference Number

ECICI will provide you with a complaint reference number when you submit your complaint to us.

8. Monitoring

ECICI shall ensure that all complaints received are recorded and resolved. ECICI shall also ensure effective monitoring and escalation mechanism to the senior functionary so as to ensure that none of the disputes / complaints remain unresolved.

9. Internal Ombudsman

In line with the directions issued by the Reserve Bank of India, Internal Ombudsman of ECICI has been appointed w.e.f. April 1, 2023. Only those complaints that have been rejected by ECICI are presented to the IO for examination and assessment.

10. Mandatory Display

At ECICI, we would ensure visibility and accessibility to complaint handling process by providing:

- · Appropriate display in its website
- Name, contact number and email ID of the Nodal & Principal Nodal Officer

11. Frequently Asked Questions on Credit Report

On our website we have a set of answers for a Frequently Asked Question on a Credit Report. This is the link where this is available - https://www.experian.in/faq

Appendix A – Document Management

Document ID Number:	ECICI-IND-004
Policy Type:	Country (India)
Parent Policy:	NA
Target Audience:	ECICI
Executive Policy Owner:	Customer Service
Governance Head:	Head – Customer Service
Committee Endorsement:	Grievance Redressal Committee
Approval Frequency:	12 months
Effective Date:	Jul 5, 2023
Last Date Approved:	Mar 30, 2022

Version	Effective Date	Approval Date	Author	Approved by	Revision
1.	Mar 30, 2022	Mar 30, 2022	Renu Jha & Bikram Singh	Grievance Redressal Committee and Board	New policy (Country Level)
2.	Jun 15, 2022	May 30, 2022	Renu Jha & Bikram Singh	Grievance Redressal Committee and Board	Changes in Categorization
3.	Oct 1, 2022	Sep 30, 2022	Renu Jha & Bikram Singh	Grievance Redressal Committee and Board	Reference to complaints received under RBI Integrated Ombudsman Scheme
4.	Jul 4, 2023	Jul 4, 2023	Renu Jha & Sravanthi Rao	RMC and Board	Inclusion of the role and responsibilities and process of referring grievances to the Internal Ombudsman under the Reserve Bank of India (Credit Information Companies – Internal Ombudsman) Directions, 2022