

CFM ASSET RECONSTRUCTION PRIVATE LIMITED
CUSTOMER GRIEVANCE REDRESSAL POLICY/ MECHANISM

CFM Asset Reconstruction Pvt Ltd. (CFMARC) is as an Asset Reconstruction Company (ARC) duly registered with Reserve Bank of India (RBI) under Section 3 of the Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act). CFM ARC are working within the framework of SARFAESI Act and the guidelines/ directions issued by RBI from time to time.

Grievance Redressal Mechanism

Any grievance or dispute arising out of any decision by a functionary of CFM ARC shall be resolved by the Grievance Redressal Mechanism as mentioned below. The person aggrieved /concerned complainant

- The Chief Executive officer (CEO) of CFM Asset Reconstruction Pvt Ltd. (CFMARC) shall be the Grievance Redressal Officer of the company and shall implement the following Grievance Redressal Mechanism:
- Any grievance or dispute arising out of any decision by a functionary of CFM ARC below the rank of President may be brought to the notice of President by the person aggrieved /concerned complainant. On receipt of such complaint / notice, President shall examine the matter and with the approval of the CEO take such action as may be required and furnish an appropriate response to the complainant.
- Any grievance or dispute arising out of any decision by a functionary of CFM ARC of the rank of President or above may be brought to the notice of Managing Director & Chief Executive officer (MD & CEO) by the person aggrieved /concerned complainant. On receipt of such complaint / notice, MD & CEO shall examine the matter and take such action as may be required and furnish an appropriate response to the person aggrieved /concerned complainant.
- If a complaint / dispute is not redressed within a period of one month, the complainant may appeal to the Officer-in-Charge of the Department of Non-Banking Supervision of Reserve Bank of India, Ahmedabad Regional Office, under whose jurisdiction, the registered office of CFM ARC falls.

1. GENERAL

- The Grievance Redressal Mechanism shall be placed on CFM ARC's web site for the information of all stakeholders and also displayed at all offices of the company
- The Grievance Redressal Mechanism shall be reviewed annually. The review shall also include a review of the Grievance Redressal Mechanism. Such reviews shall be placed before the Board of Directors for necessary directions.

CONTACT DETAILS UNDER GRIEVANCE REDRESSAL MECHANISM

- 1. For any grievance or dispute arising out of any decision by Recovery Agent(s) / a functionary of CFM ARC below the rank of President:**

Level -1: Grievance Redressal Officer

Ms. Richa Porwal

President

CFM Asset Reconstruction Private Limited

1st floor, Wakefield House, Sprott Road, Ballard Estate, Fort Mumbai - 400038

Landline: +91-022 40055280

Email: grievance@cfmarc.in

- 2. For any grievance or dispute arising out of any decision by Grievance Redressal Officer / a functionary of CFM ARC of the rank of President:**

Level -2: Chief Grievance Redressal Officer

Mr. Santanu Sen

MD & CEO

CFM Asset Reconstruction Private Limited

1st floor, Wakefield House, Sprott Road, Ballard Estate, Fort Mumbai - 400038

Landline: +91-022 49703233

Email: ceo@cfmarc.in

- 3. In case there is no response from Level 1 / Level 2 within 15 working days, the customers may write to the Principal Nodal Officer:**

Mr. Shailendra Shrivastva

Principal Nodal Officer

CFM Asset Reconstruction Pvt. Ltd.

1st floor, Wakefield House, Sprott Road, Ballard Estate, Fort Mumbai - 400038

Landline: +91-022 40055282

Email: pno@cfmarc.in

- 4. Grievance Redressal Officer of the Reserve Bank of India, Regional Office, Ahmedabad**

In case there is still no response from the company within 30 working days from the date of decision / response of Grievance Redressal Officer or if the complainant is not satisfied with the response received, the customer can also file or lodge their complaints with the RBI's Ombudsman online at RBI's Ombudsman's portal: <https://cms.rbi.org.in> or by post to

RBI Ombudsman,

Centralised Receipt and Processing Centre (CRPC),

Reserve Bank of India,

Central Vista, Sector 17, Chandigarh - 160017