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Grievance Redressal Policy

Version: 1.0, Date Last reviewed: 24th August 2022

Revision History

| Date | Description | Author/ Reviewer |
|------------------|---|-------------------------------|
| 24th August 2022 | Introduction of Grievance Redressal Policy for protecting Client's interest | Secretarial & Compliance Team |

Approval History

| Date | Approval | Title |
|------------------|--------------------|--|
| 24th August 2022 | Board of Directors | Mr. Sumeet Srivastava, Managing Director |

CLIENT GRIEVANCE REDRESSAL POLICY (CLIENT)

Version: 1.0, Date Last reviewed: 24th August 2022

Objective:

As a responsible organization, Spocto Private Limited (“Company”/ “Spocto”) has framed the grievance redressal Policy to lay down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

The Company’s Grievance Redressal Policy fulfils the following principles:

- Customers shall be treated fairly at all times.
- Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner.
- All complaints will be dealt with efficiency and equitably.
- Company would work in good faith and without prejudice to the interests of the customers.

Scope:

In order to make the Company’s redressal mechanism more meaningful and effective, a structured mechanism has been built covering all the services and various products provided by Spocto, its Subsidiaries, Business Partners, and Associates, including Business Correspondents or any other outsourced services, to provide prompt and time redressal to the customers grievance.

Grievance Redressal Mechanism:

In case of any grievance, customers can intimate and record their complaints/ grievances for a resolution via:

- E-mail or Letter to grievanceredressal@Spocto.com or escalate to mail IDs mentioned below.

- Send a formal written complaint to the below mentioned address:

Spocto Solutions Private Limited
Unit A, 6th Floor, Techniplex I, Techniplex
Complex opp Veer Savarkar Flyover,
Goregaon Mumbai, Mumbai City
Maharashtra 400062, India.

Escalation Matrix:

In order to effectively understand and address customer grievances, the Company shall open multiple channels of communication and a four-tier escalation matrix for resolution of grievance.

| Level | Name | Designation | Email ID | Escalation TAT |
|--------------|----------------------------|---|--|--|
| Level 1 | Ezhilarasi Govindarajan | Officer in-charge | grievanceredressal@Spocto.com | Within 48 hrs from the date of receipt of grievance |
| Level 2 | Sanjutha Dhanasekar | Company Secretary & Compliance Officer, Holding Company | sanjutha.d@go-yubi.com | 48 hrs to 72 hrs from the date of receipt of grievance |
| Level 3 | Sumeet Srivatsava | Managing Director & Grievance Officer | compliance@Spocto.com | Beyond 3 days (72 hrs) – 15 days from the date of receipt of grievance |
| Level 4 | Gaurav Kumar | Director & Chief Grievance Officer | compliance@go-yubi.com | Beyond 15 days from the date of receipt of grievance |

Resolution Time:

Spocto shall strive to resolve all customer grievances at the earliest, with the timelines indicated below being the maximum time for resolution.

1. General complaints: 3 to 14 working days;
2. Outsourced Activity: 21 days;
3. Fraud cases, legal cases and cases which need retrieval of documents and records > 3 months old: 30 working days;
4. Cases involving third party: 30 working days;
5. Data Privacy cases: 30 working days.

Revision, Amendments and Review:

This Policy will be subject to an annual internal review, or as and when required, by the Managing Director (“Administrator of the policy”). The administrator shall amend/ modify the terms and conditions of the policy including but not limited to scope, escalation level, etc.

Note: A Grievance will be treated as redressed or closed:

- where the complainant has communicated his acceptance of the company’s decision on redressal of grievance communicated to her/him; or
- where the complainant has not communicated his acceptance of the company’s decision, within 7 days from the date of communication of decision by Level 1 or Level 2 or Level 3 or Level 4, as the case may be.