

RBI Integrated Ombudsman Scheme

What the Reserve Bank – Integrated Ombudsman Scheme, 2021 is, when you can use it, and how to file a complaint.

Company: Maitry Finance Limited

CIN: U65993WB1988PLC045122

RBI Reg. No.: B-05.06619

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The Reserve Bank of India has launched the Reserve Bank – Integrated Ombudsman Scheme, 2021 (the "Scheme") to resolve complaints against entities it regulates quickly and at no cost to the customer. The Scheme follows a "One Nation, One Ombudsman" approach, so the RBI Ombudsman mechanism does not depend on where the customer or the regulated entity is located.

As a Non-Banking Financial Company registered with the Reserve Bank of India, Maitry Finance Limited is covered by the Scheme. This page is published so that our customers know the purpose of the Scheme and the remedies available under it.

1. When you can approach the Ombudsman

You may lodge a complaint under the Scheme if you have first complained to the Company in writing and:

- the Company has rejected your complaint, wholly or partly;
- you are not satisfied with the Company's reply; or
- you have not received a reply within 30 days of the Company receiving your complaint.

The complaint to the Ombudsman must be made within one year of receiving the Company's reply or, where no reply is received, within one year and 30 days of the date of your complaint to the Company.

2. What the Ombudsman can consider

The Ombudsman considers complaints about any deficiency in service by a regulated entity, such as non-adherence to the Reserve Bank of India's directions, the Fair Practices Code, or the terms agreed with the customer. The Ombudsman does not consider complaints that are already being heard by a court, tribunal or other forum, or that were not first raised with the Company.

3. How to file a complaint

- Online complaint portal: <https://cms.rbi.org.in>
- Email: CRPC@rbi.org.in
- Toll-free contact centre: 14448 (9:30 am to 5:15 pm, on working days)
- Post: Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017

Complaints can be filed and tracked online at no charge.

4. Our Nodal Officer for the Scheme

The Company has designated a Nodal Officer responsible for representing the Company and furnishing information to the Ombudsman in respect of complaints against it. A copy of the Scheme is available with the Nodal Officer.

- Nodal Officer: Mohit Agarwal
- Email: nodal@maitryfin.com
- Telephone: 033 4602 3312
- Address: 23A NS Road, Fortuna Tower, 7th Floor, Room No. 29, Kolkata - 700001

5. Before you approach the Ombudsman

We would like the chance to put things right first. Please raise your complaint with us through the channels in our Grievance Redressal Policy. Most complaints are resolved faster when they come to us directly.

