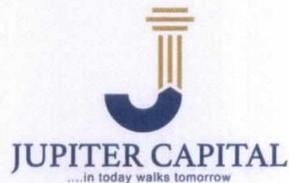




GRIEVANCE REDRESSAL POLICY
JUPITER CAPITAL PRIVATE LIMITED



Customer service is extremely important for sustained business growth and as an organisation Jupiter Capital Private Limited (“**Company**”) strives to ensure that our customers receive exemplary service across different touch points.

This Grievance Redressal Policy has been adopted by the Board of Directors at their meeting held on 27th September, 2021.

A. Purpose

Customer complaints constitute an important voice of customer, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

1. Customers are treated fairly;
2. Complaints raised by customers are dealt with courtesy and in a timely manner;
3. Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints;
4. The employees work in good faith and without prejudice, towards the interests of the customers.

B. Process to handle Customer complaints

The Company handles the Customer Complaints if any of the borrowers as and when received by email by any of the grieved borrowers. The email is received by the Finance Department or the Company Secretary which is then escalated to the Board. However, if the customer continues to remain dissatisfied with the resolution, (s)he can escalate the issue through the grievance redressal mechanism as referred below.

C. Time frame

Suitable timelines of 30 working days have been set for every complaint depending upon the investigations which would be involved in resolving the same. Complaints are suitably acknowledged on receipt and the customers are informed of delays if any, in the resolution.

D. Review and monitoring

Periodic review of monitoring of complaints, TATs, nature of complaints will be done to ensure that process loopholes, if any, are plugged and trends are checked.





**E. Touch Points
Escalation Matrix:**

Grievance Redressal Officer

Borrowers are requested to address all their grievances at the first instance to the Grievance Redressal Officer. The contact details of the Grievance Redressal Officer are:

Name: Ms. K Madhavi
Designation: Company Secretary
Address: No. 54 Richmond Road
Bangalore - 560025
Email: cs@jupitercapital.in

The Grievance Redressal Officer may be reached through the e-mail address above. The Grievance Redressal Officer shall endeavour to resolve the grievance within a period of 30 days from the date of receipt of a grievance.

Nodal Officer

If the Borrower does not receive a response from the Grievance Redressal Officer within 30 days of making a representation, or if the Borrower is not satisfied with the response received from the Grievance Redressal Officer, the Borrower may write to the Nodal Officer at the e-mail address below. The contact details of the Nodal Officer are provided below.

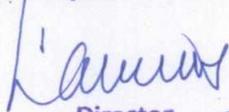
Name: Ravi Sharma
Designation: Analyst
Address: No. 54, Richmond Road
Bangalore 560025

Email: ravi.s@jupitercapital.in

Complaints to Ombudsman

In case the Borrower does not receive a response from the Grievance Redressal Official or the Nodal Officer within one month from the date of making a representation to the Lender, or if the Borrower is not satisfied with the response so received, a complaint may be made in accordance with the "The Ombudsman Scheme for Non-Banking Financial Companies, 2018" ("**Ombudsman Scheme**") to the Ombudsman in whose jurisdiction the office of the Lender complained against, is located.

For Jupiter Capital Private Limited


Director

