GRIEVANCE REDRESSAL POLICY

Company	Ajivika Finance Limited (AFL), RBI-registered NBFC (CIN: U74120UP1986PLC115939 | RBI CoR No.: B-12.00476)
Digital Lending Platform	Jivikaloan (www.jivikaloan.com) and the Jivikaloan mobile application
Applicable Regulator	Reserve Bank of India (RBI)
Policy Owner	Grievance Redressal Officer, with Compliance as custodian
Approving Authority	Board of Directors
Effective Date	1st October 2026
Review Frequency	At least annually

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1. INTRODUCTION AND PURPOSE

1.1 Jivikaloan is a digital lending platform owned by Ajivika Finance Limited ("AFL" or the "Company"). All loans are sanctioned, processed, and disbursed by Ajivika Finance Limited (CIN: U74120UP1986PLC115939 | RBI CoR No.: B-12.00476), a Non-Banking Financial Company registered with the Reserve Bank of India.

1.2 This Grievance Redressal Policy (the "Policy") is formulated in adherence to the **RBI Digital Lending Directions** and the **RBI Integrated Ombudsman Scheme**, ensuring that customer complaints regarding platform operations, loan facilitation, data handling, and communication conduct are resolved in a transparent, efficient, and time-bound manner.

2. OBJECTIVES AND PRINCIPLES

The objectives of this Policy are to provide borrowers with an easy, accessible and free way to make a complaint, to resolve complaints fairly and within defined timelines, and to learn from complaints so that the Company's products and services improve. In handling every complaint, the Company shall observe the following principles:

- **Accessibility:** A complaint may be made through several channels, in English or Hindi, and without any charge to the borrower.
- **Fairness:** Every complaint shall be examined objectively and on its merits, and a dispute arising out of a decision of any functionary of the Company shall be heard and disposed of at least at the next higher level.
- **Timeliness:** Complaints shall be acknowledged and resolved within the timelines in this Policy.
- **Transparency:** The borrower shall be told how the complaint will be handled, the outcome and the reasons for it, and the right to escalate.
- **Confidentiality:** Information about the borrower and the complaint shall be treated as confidential.
- **Accountability:** Responsibility for each complaint shall be clearly assigned, and complaints shall be reviewed by senior management and the Board.

3. SCOPE AND REGULATORY FRAMEWORK

3.1 This Policy applies to every complaint or grievance by a borrower, prospective borrower or other customer relating to the Company's products and services, whether received through the Jivikaloan website or mobile application, by e-mail, telephone, post or in person, and whether the matter involves the Company, a Digital Lending Application (DLA) operator, a Direct Selling Agent or a recovery agent acting for the Company.

3.2 This Policy has been framed having regard to the following, as amended from time to time:

- The Reserve Bank of India (Digital Lending) Directions, 2025.
- The directions of the RBI on responsible business conduct, fair practices and grievance redressal applicable to NBFCs, and the Company's Fair Practice Code.
- The Reserve Bank – Integrated Ombudsman Scheme, 2021.
- The Digital Personal Data Protection Act, 2023 and the Information Technology Act, 2000, in respect of complaints on personal data.

3.3 This Policy is to be read with the Fair Practice Code, the Privacy & Data Storage Policy and the Outsourcing Policy. Where the Fair Practice Code deals with the same matter, the Fair Practice Code prevails.

4. DEFINITIONS

Complaint or Grievance	Any expression of dissatisfaction, whether written, electronic or oral, made by or on behalf of a customer about the Company's products, services, conduct, staff or agents, and for which a response or resolution is expected.
Complainant	A borrower, prospective borrower or other customer, or a person duly authorised by them, who makes a complaint.
Grievance Redressal Officer (GRO)	The senior officer designated by the Company at Level 2 of the escalation matrix to resolve complaints that are not resolved at Level 1.

Nodal Grievance Redressal Officer	The officer designated to handle complaints relating to digital lending, including complaints against Digital Lending Applications. The GRO may also be designated as the Nodal Grievance Redressal Officer.
Digital Lending Application (DLA)	As defined in the RBI Digital Lending Directions.
Working Day	A day other than a Sunday or a public holiday at the Company's registered office.

5. HOW TO LODGE A COMPLAINT

5.1 A complaint may be lodged at no cost through any of the following channels:

- **E-mail:** support@jivikaloan.com
- **Telephone:** 0120-4317430, on working days between 10 AM and 6 PM
- **Complaint form:** on the Company's website (www.jivikaloan.com) and on every Digital Lending Application through which the Company lends
- **Post or in person:** Ajivika Finance Limited, B-84, Sector-64, Noida, Gautam Buddha Nagar, Uttar Pradesh, 201301

5.2 A complaint should state the borrower's name and registered mobile number or loan account number, the nature of the complaint and any supporting documents. Complaints shall not be rejected merely because they are incomplete, and the Company shall ask for missing details.

5.3 Communications with the borrower shall be in English or Hindi, or in another language understood by the borrower, in accordance with the Fair Practice Code.

6. CATEGORIZATION OF COMPLAINTS

On receipt, every complaint shall be recorded and categorized so that it reaches the right team without delay:

A. **Category A — Platform & Technical Issues:** OTP failures, login issues, document upload errors, or account display discrepancies.

B. **Category B — Privacy & Data Protection:** Requests for user consent revocation, data access, or data deletion in accordance with Digital Personal Data Protection standards.

C. **Category C — Communication & Staff Conduct:** Feedback regarding digital communications, customer executive demeanor, or outreach timing.

D. **Category D — Loan Servicing & Financial Transactions:** Disbursal delays, repayment reconciliation, or interest charge clarifications (routed immediately to AFL).

E. **Category E — Partners and Agents:** Complaints about the conduct of a DLA operator, Direct Selling Agent or recovery agent.

7. GRIEVANCE ESCALATION MATRIX

The Company maintains a three-tier grievance redressal mechanism:

Tier	Recourse	Timeline
Level 1	Customer engagement team. E-mail: support@jivikaloan.com Telephone: 0120-4317430 on working days between 10 AM and 6 PM The complaint form on the Company's website and on every Digital Lending Application.	Acknowledgement within 3 working days; resolution within 7 working days
Level 2	Grievance Redressal Officer. Name: [Name of Grievance Redressal Officer] Designation: Grievance Redressal Officer Address: B-84, Sector-64, Noida, Gautam Buddha Nagar, Uttar Pradesh, 201301 E-mail: grievance@jivikaloan.com	Best efforts within 14 working days, and in any event so that the complaint is disposed of within the period at Level 3
Level 3	Reserve Bank of India under the Reserve Bank – Integrated Ombudsman Scheme, 2021. Online: https://cms.rbi.org.in E-mail: CRPC@rbi.org.in Post: Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Central Vista, Chandigarh 160017	Where the complaint is not resolved within 30 days of first receipt by the Company, or the borrower is dissatisfied with the resolution offered

8. STEP-BY-STEP ESCALATION PROCEDURE

1. **Lodge the complaint.** The borrower contacts the Company through any channel in clause 5.
2. **Acknowledgement.** The Company acknowledges the complaint within 3 working days, gives a complaint reference number, and states the expected date of resolution.
3. **Level 1 resolution.** The customer engagement team examines the complaint and communicates the resolution, with reasons, within 7 working days.
4. **Escalation to Level 2.** If the complaint is not resolved, or the borrower is not satisfied with the resolution, the borrower may escalate it to the Grievance Redressal Officer at grievance@jivikaloan.com. A complaint that is not resolved at Level 1 within 7 working days shall be escalated to the Grievance Redressal Officer by the Company without requiring the borrower to repeat it.
5. **Level 2 resolution.** The Grievance Redressal Officer shall make best efforts to dispose of the complaint within 14 working days, and in any event so that it is disposed of within the 30-day period in Step 6.
6. **Escalation to the Reserve Bank of India.** If the complaint is not resolved within 30 days of first receipt by the Company, or the borrower is dissatisfied with the resolution offered, the borrower may approach the RBI Ombudsman under the Reserve Bank – Integrated Ombudsman Scheme, 2021, at the details at Level 3.

Every response to a borrower shall state the borrower's right to escalate, the level to which escalation lies and the period within which it may be made.

9. TIMELINES AND COMMUNICATION

9.1 Complaints shall be acknowledged within 3 working days and resolved at Level 1 within 7 working days.

9.2 Where a complaint warrants extensive investigation, requires the borrower's assistance to identify a perpetrator, requires root cause analysis, or is the subject of litigation or a police complaint, the Level 1 turnaround may exceed seven working days. The borrower shall be told the reason and the revised timeline.

9.3 The period of 30 days runs from the date the complaint is first received by the Company through any channel, and is not restarted by internal escalation between Level 1 and Level 2.

9.4 Where the Company does not agree with a complaint, it shall give the borrower a written reply stating the reasons, and informing the borrower of the right to escalate.

9.5 A complaint that relates to a request for data access, correction, consent withdrawal or deletion shall be handled in accordance with the Privacy & Data Storage Policy and applicable law.

10. RECORDS, MONITORING AND REPORTING TO THE BOARD

10.1 The Company shall maintain a complaint register recording, for each complaint, the date received, the channel, the category, the reference number, the officer responsible, the action taken, the date and outcome of resolution, and any escalation.

10.2 Complaints shall be analysed at least quarterly for root causes, recurring issues, and complaints against particular products, partners or agents, and corrective action shall be taken.

10.3 A consolidated report on complaints, including numbers received and resolved, the time taken, complaints pending beyond the stated timelines, complaints escalated to the RBI Ombudsman and their outcome, shall be placed before the Board at least half-yearly.

10.4 Complaint records shall be retained for the period required by law and RBI directions.

11. DISPLAY AND PUBLICATION

11.1 The Company shall display this Policy, the escalation matrix, and the details of the Grievance Redressal Officer and the Nodal Grievance Redressal Officer on its website and on every Digital Lending Application, and at its offices.

11.2 The Company shall create awareness among borrowers about the grievance redressal mechanism, including at the time of sanction and in the Key Facts Statement.

12. CONFIDENTIALITY, FRAUD AND NON-RETALIATION

12.1 Information relating to a complaint shall be used only for resolving it and shall be disclosed only to those who need it.

12.2 No borrower shall be treated unfavourably, or have access to services withdrawn, merely because the borrower has made a complaint.

12.3 Where a borrower believes that fraud or suspicious activity has taken place in the name of the Company, the borrower should inform the Grievance Redressal Officer immediately and may also report the platform or application to the RBI through the Sachet portal at https://sachet.rbi.org.in.

13. REVIEW OF THE POLICY

13.1 This Policy shall be reviewed by the Board at least annually, and earlier upon any change in the applicable RBI directions or in the Company's products or channels.

13.2 The GRO and Compliance shall verify the current RBI directions and Ombudsman Scheme details before each review, and shall update the contact details in this Policy as needed.