

# GRIEVANCE REDRESSAL POLICY

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## 1. INTRODUCTION

CNH Industrial Capital (India) Private Limited (hereinafter referred to as “CNHI Capital” or “the company”) believes that providing prompt and efficient customer service is essential to retaining existing relationships as well as a key factor in sustaining business growth. Addressing customer complaints is a cornerstone of good customer service. This policy details complaint handling through a structured grievance redressal framework including a review mechanism to minimize such issues in future. The Policy is drawn-up in compliance with the Reserve Bank of India (RBI) Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 dated October 19, 2023 (as updated from time to time) and approved by the Company’s Board of Directors.

## 2. PURPOSE/KEY COMMITMENTS

The purpose of this Policy is to ensure that:

- all customers are treated fairly and in a courteous manner at all times;
- all complaints raised by customers are handled promptly and effectively in the promised timeline;
- all employees act in good faith, without prejudice to the interest of the customers, and within the policies of CNHI Capital; and
- customers are fully informed about the different channels to escalate their grievances, both within the organization as well as with the RBI\*, if they are not fully satisfied with the resolution proposed by CNHI Capital.

## 3. GRIEVANCE REDRESSAL PROCESS / MECHANISM

### a) Registration of complaints / grievances and Acknowledgement

Customers who wish to register their complaints or provide feedback may use either of the following channels:

- Call Centre: Call the Customer Service Helpline at 0124 665055/1800 258 2644 from 9:30 am and 18:00 Monday – Friday, except on public holidays
- Electronic mail: E-mail CNHI Capital at [care.capitalindia@cnhind.com](mailto:care.capitalindia@cnhind.com)
- Write to address below:

CNH Industrial Capital (India) Private Limited  
4<sup>th</sup> Floor, Plot No.14A, Sector-18  
ATC Building, Maruti Industrial Complex  
Gurgaon-122015, Haryana (INDIA)

CNHI Capital will provide an acknowledgment of the complaint received from the customer within five days of receiving such complaint through any medium mentioned above. Such acknowledgment will have an acknowledgement number that can be used to track the status of the grievance resolution and will indicate the turnaround time for response/ resolution of the complaint.

**b) Addressing/ handling of complaints**

In case the complaint is not resolved within the given timeframe or if the customer is not satisfied with the resolution provided by the company, the customer can contact the Grievance Redressal Officer. The name and contact number of the Grievance Redressal Officer are as follows:

**Mr. Sunil Bajpai**

Tel: +91-124 665 5055

Email: [gro.capitalindia@cnhind.com](mailto:gro.capitalindia@cnhind.com)

from 10.00 am and 6:00 pm, Monday – Friday, except on public holidays

**c) Escalation of Complaints**

If a customer is not satisfied with the answer provided through various channels or if the complaint is not addressed within a period of 30-days, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Supervision of RBI (DoS) under whose jurisdiction the Registered Office of the CNH Industrial Capital (India) Private Limited falls. The details of DoS are as follows:

The Reserve Bank of India  
Department of Supervision  
6, Sansad Marg,  
NewDelhi-110001  
Tel:011-2371 4456/ 0538  
Fax: 011-2375 2188  
E-mail: [cgmicosco@rbi.org.in](mailto:cgmicosco@rbi.org.in)

**d) Time frame for response**

The turn-around time for responding to the complaints are as follows:

- i. Fraud cases, legal cases and cases which need retrieval of aged documents or records: 21-days
- ii. Installments cases: 30-days
- iii. Cases involving third-parties (i.e. dealers, banks, other NBFCs, etc. . .): 30 to 45-days
- iv. For complaints received from a regulator, the timelines mandated by the respective regulator will be followed.
- v. Cases other than the ones specifically mentioned above: 15-days
- vi. If it is determined that a case will need additional time, the company will promptly inform the customer or the regulator regarding the requirement for additional time along with an anticipated timeline for providing response.

## 4. SUPERVISION AND MONITORING

- **Customer Grievance Register and Action Taken Report**

- a) All complaints will be entered in the Customer Grievance Register (CGR) that shall include:
  - i. the full details on the customer (e.g. name, address, account number and contact details);
  - ii. date of receipt;
  - iii. the complaint itself; and
  - iv. any supporting media provided.
- b) Actions initiated or taken to resolve the matter along with the status of the complaint shall be maintained in Customer Grievance Register
- c) The Grievance Redressal Officer (GRO) will circulate the monthly Action Taken Report (e.g. open complaints on the CGR) on all the complaints received, within seven-days of month-end, to the Managing Director.

- **Reporting to the Board of Directors**

A summary of customer grievances along with actions initiated shall be presented to the Board at least annually. The report shall contain the number of complaints received, both disposed of and pending, along with reasons thereof, which will be placed before the Board for guidance or comment

## 5. MEASURES FOR GRIEVANCE REDRESSAL

CNHI Capital will be using various measures for dealing with customer grievances in the most effective manner. Such measures are as follows:

- **Mandatory Display Requirements**

The following information will be prominently displayed for the benefit of the customers at all locations where the company business is transacted:

- the name and contact details (telephone no, email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company, and
- if the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of DoS of RBI (complete contact details), under whose jurisdiction the registered office of the NBFC is situated.

- **Employee Training & Awareness**

On an ongoing basis, CNHI Capital will conduct training programs for staff on customer service best practices with a focus on minimizing grievances. Included in this training will be a review of past customer complaints, resolutions to those complaints, and an open discussion on how to best prevent such complaints in the future.

## **6. POLICY REVIEW**

The Grievance Redressal Officer will review and assess the adequacy of this Policy in line with RBI updates and recommend changes to CNH Industrial Capital (India) Private Limited's Board of Directors, when and as necessary. Subsequently, any amendments to this Policy must be approved by the Board.

## **7. APPROVAL**

The policy has been reviewed and approved by the Board of Directors of the Company in its meeting held on August 29, 2024.