SAYYAM INVESTMENTS PRIVATE LIMITED

Grievance Redressal Mechanism Policy

Approved by	Approval date	Latest Review	Policy Owner	Version
Board of Directors	14.04.2021	17-11-2026	Operations	4 of 2026

Document Information

Name: Grievance Redressal Mechanism

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SAYYAM INVESTMENTS PRIVATE LIMITED
Corporate Office: Khykha Court II #8, 2nd Stage 2nd Block, Hosur Main Road, Koramangala, Bangalore South 560034 KA IN

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GRIEVANCE REDRESSAL MECHANISM OF SAYYAM INVESTMENTS PRIVATE LIMITED

1. Introduction

Sayyam Investments Private Limited ("the Company" or "Sayyam") is engaged in the business of the providing loans to its customers, and aims to impart good customer services and enhance level of customer satisfaction. The Company believes that the customer satisfaction is the key to business growth as well as ensuring a long-lasting relationship with the customer.

This Grievance Redressal Mechanism aims at ensuing prompt redressal of customer complaints and grievances raised through its app or website or directly on the email or the contact details provided in the KFS. It also deals with the issues relating to services provided by the outsourced agency/agencies.

This Mechanism is aligned with the Reserve Bank of India (Non-Banking Financial Companies – Credit Facilities) Directions, 2025, particularly paragraph 12, and the Reserve Bank – Integrated Ombudsman Scheme, 2026, effective 1 July 2026. The RBI (Non-Banking Financial Companies - Internal Ombudsman) Directions, 2026. Applicable Fair Practices Code and responsible-business-conduct requirements shall also be observed.
The Grievance Redressal Mechanism follows the under noted principles:

- Customers shall be treated fairly at all times.
- All complaints, requests, queries received from customers are responded with courtesy and resolved in timely manner.
- Customers shall be informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the company to their complaints.
- All complaints to be dealt efficiently, expeditiously and fairly as otherwise they can damage our reputation and business.
- Our employees would work in good faith and without prejudice to the interest

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of the customers.

- To comply with regulatory requirement guidelines as required for this function.

2. Grounds for filing a complaint

Customers can raise/register complaint(s) containing the nature of grievance / deficiency by the Company or any outsourced agency, inter alia, with regard to

- Non-observance of directions issued by RBI to NBFCs,
- Non-adherence to any of the provisions of RBI guidelines on Fair Practices Code, issued from time to time.
- Concerns raised over procedure of the NBFC.

Complaint is not an enquiry, feedback or a request for data modification or inquiry about loan products/ schemes, interest rates or other requests/feedbacks.

For internal handling, customer interactions shall be classified as service requests, enquiries, or complaints. Classification shall be based on the substance of the communication, and a genuine complaint shall not be treated as a service request or enquiry to avoid applicable complaint-resolution timelines. Each interaction shall be assigned to the responsible team, with complaint cases prioritised and monitored separately wherever practicable

Anonymous complaints will not be addressed in terms of this Grievance Redressal Mechanism.

Where a complaint is incomplete, the Company shall inform the customer of the missing information and provide a reasonable opportunity to furnish it. The complaint shall then be processed under the applicable procedure.

3. How to raise complaints?

3.1 Channels of raising a complaint

The customer has a right to lodge/register his complaint if he/she has a genuine ground for such complaint as indicated in para 2 above. There are following five ways to lodge a complaint:

Sl. No.	Method of lodging a complaint	Information of Contact
1.	Email	service@payrupikloan.in (Queries/Requests) complaint@sayyaminvestments.in (Complaints)
2.	Digital Platform –app of Sayyam Investments Private Limited	Raise a concern through application

3.	Postal (through writing letter)	Customer Support Department, Sayyam Investments Private Limited 1 and 2 Floor Khykha Court II #8, 2nd Stage 2nd Block, Hosur Main Road, Koramangala, Bangalore South 560034 KA IN **Registered Office**: 205, 1st Floor Shree Ram Market, Chhatribari, Guwahati G.P.O., Kamrup, Gmc, Assam, India, 781001 **Branch Offices at:** **RAJKOT** 305, 307, Times Square-1, Ayodhya Chowk, 150 Feet Ring Road, Opp. Synergy Hospital, Rajkot, Gujarat – 360006 **INDORE** 19th floor, Sekhar Central Manorama, Ganj, Indore, Madhya Pradesh 452001 **KOLKATA** EN 37, 3rd Floor, MRaj Premier Building, Salt Lake, Sector V, Kolkata – 700091 **NASHIK** Office No. 301 ABC, Desk No. 3C, Built-up: 127.63 square meters, 1st Floor, Trinity Tower, 622/23, Plot No. 17, Tidake Road, Nashik, Maharashtra – 411002
4.	Complaint in Person	1 and 2 Floor Khykha Court II #8, 2nd Stage 2nd Block, Hosur Main Road, Koramangala, Bangalore South 560034 Karnataka India **Registered Office**: 205, 1st Floor Shree Ram Market, Chhatribari, Guwahati G.P.O., Kamrup, Gmc, Assam, India, 781001 **Branch Offices at:** **RAJKOT** 305, 307, Times Square-1, Ayodhya Chowk, 150 Feet Ring Road, Opp. Synergy Hospital, Rajkot, Gujarat – 360006 **INDORE** 19th floor, Sekhar Central Manorama, Ganj, Indore, Madhya Pradesh 452001 **KOLKATA** EN 37, 3rd Floor, MRaj Premier Building, Salt Lake, Sector V, Kolkata – 700091 **NASHIK** Office No. 301 ABC, Desk No. 3C, Built-up: 127.63 square meters, 1st Floor, Trinity Tower, 622/23, Plot No. 17, Tidake Road, Nashik, Maharashtra – 411002

5.	Call	022489-30118 (Between 09:00 A.M. to 09:00 P.M. every day)

Once complaint (as prescribed in point # 3.2) is lodged using above channels, the customer may also make follow up calls at the numbers given below:

Sl. No.	**Mode of talking to us directly**	**Information of Contact**
1.	Call us	022489-30118 (Between 09:00 A.M. to 09:00 P.M. every day)

If dissatisfied with the initial response, or if no resolution is provided within 15 calendar days, the customer may contact the Grievance Redressal Officer below. These internal stages do not restart the original complaint clock or restrict eligible RBI escalation.

Name: Sylvester Pereira
Sayyam Investments Private Limited

1st and 2nd Floor, Khykha Court II, #8, 2nd Stage, 2nd Block, Hosur Main Road, Koramangala, Bengaluru, Karnataka 560034, India
E-mail: complaintGRO@sayyaminvestments.in Contact: +91 7026019282 (Monday to Saturday Timing: 9:00am to 6:00pm)

3.2 Content / information in Complaints

The following details should be supplied where available. A missing minute detail shall not by itself prevent registration if the customer and concern can reasonably be identified:
The Company shall maintain a complaint record against the unique reference number, including the date received, complaint category, responsible personnel, actions taken, communications with the customer, applicable TAT and closure details. Where the LMS is used for this purpose, the record shall be retained there to support tracking, monitoring and audit.

a) Customer's full name

b) Registered mobile number of the Customer in working condition

c) Loan ID allotted by the Company

d) Specific details of the complaint/issue & supporting documents

e) Registered E-mail address

4. Mechanism to handle customer complaints/ grievance

Complaint lodge / registration

A customer can lodge a complaint through channels as mentioned in clause 3.1 & 3.2 of this Mechanism which shall be handled as per following:

a. Every complaint received through the App, Website, email, phone, post, in person or a borrower-facing LSP shall be entered in a central complaint registery with the original receipt date and a unique reference. The customer shall receive an acknowledgement within three working days.

b. Where a complaint is received in hard copy, it shall be recorded in the complaint register or online tracker, assigned a unique reference number and routed to the responsible team. The customer shall be contacted promptly if clarification or additional information is required.

c. Where a customer raises a complaint in person, the Company shall record the complaint, assign a unique reference number and route it to the responsible team for resolution.

d. In case of follow-up of the complaint via telephonic channel, Sayyam has exclusive help line no. where a customer can discuss his / her complaint and he/she may further escalate concern as per matrix given in **Annexure- Escalation Grid.**

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e. Customer Support Department should always inform the customer about the following:

- Information pertaining to all issues/concerns raised by the customer;
- Explanation of final solution provided;
- Expected timelines towards closure (where immediate solution cannot be provided);
- Maintain contact at defined intervals/milestones to communicate progress on his concern and share reasons for delay/time taken;
- Request for more supporting documents/information (where applicable) in a clear manner along with the reason for such requirement

Resolution of Grievances

The Company remains responsible for complaints relating to services delivered by its Lending Service Providers (LSPs), recovery agents and other service providers. The customer-facing grievance channels and the relevant LSP grievance contact details shall be disclosed where applicable. The Company shall coordinate with the service provider to investigate and resolve the complaint and shall not direct the customer away solely because the issue involves a third party

a) Grievances related to attitudinal aspects: Such complaints should be handled courteously, sympathetically and above all swiftly. Misbehavior/ rude behavior with customers be treated at zero tolerance level and immediate action is to be taken. Sayyam, under no circumstances, tolerates misbehavior of any degree by representative (payroll staff / outsourced)

b) Sayyam shall investigate and resolve complaints concerning its transactions, staff, LSPs and outsourced services and remains responsible for grievance redressal. The Company shall coordinate with relevant providers rather than merely redirect the customer. For an unrelated third party, it may guide the customer without disclaiming responsibility for any deficiency attributable to Sayyam or its appointed providers.

5. **Treatment of Complaints/Grievances/Enquiries etc.**

a. All the complaints / enquiries which can be resolved as soon as possible when raised.

b. Complaints requiring investigation shall be assigned to the responsible department promptly.

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A ticket shall be raised for each such complaint. The final reasoned response shall be communicated within 30 calendar days of original receipt of sufficiently complete details, subject to any specifically applicable regulatory timeline.

c. After due investigation, the concerned department shall immediately forward their comments to the customer support executives and thereafter Customer Support Team shall provide resolution to the customer.

d. The Customer Support Team shall make reasonable attempt(s) to reach the customer for providing resolution against his/her complaint.

e. Before closure, an authorised reviewer shall verify the investigation, action taken, reasoned response and evidence of communication. The customer shall be informed of further escalation options. Disputed outcomes may be reopened for review. Where the Internal Ombudsman Directions apply, their senior-review, referral and independent-closure requirements shall be followed. Complaints may be marked as closed where the complainant fails to provide the requisite information, clarification, or supporting documents despite requests from the Company. Such non-cooperation or lack of response hampers the Company's ability to adequately examine the complaint and provide an appropriate resolution.

f. Where exceptional investigation remains pending, the Company shall send a reasoned interim update, state the outstanding action and expected completion date, and continue to pursue resolution. Such an update does not extend or suspend the customer's right to approach the RBI Ombudsman when eligible.

A customer may approach the RBI Ombudsman if dissatisfied with the Company's reply or resolution, including a whole or partial rejection, or if no reply is received within 30 calendar days of receipt, subject to any longer period specifically prescribed by RBI, For eligible complaints under RB-IOS 2026: Online: https://cms.rbi.org.in/; email: crpc@rbi.org.in; post: Centralised Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector 17, Central Vista, Chandigarh 160017. Filing is free. The RBI contact centre 14448 provides guidance and status assistance; it is not a complaint-filing channel. Sachet is not a substitute for an eligible Ombudsman complaint. CEPC is a separate RBI grievance route where applicable.

(1) The complaint must be filed with the RBI Ombudsman within 90 days from expiry of the applicable response period or from the Company's last communication, whichever is later, subject to the Scheme's other maintainability conditions. The original complaint to the Company must be within the applicable Limitation Act period.

Data-related grievances shall first be handled through this Mechanism. . With regard to any grievances of customer data, customers may after exhausting the grievance redressal mechanisms provided by the Company, escalate the complaint to the Data Protection Board of India, established by the Central Government.

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6. **Time frame**

a. The Company shall acknowledge complaints within three working days as its service standard and provide a reasoned final response within 30 calendar days of original receipt, subject to any specifically applicable regulatory timeline.

b.

c. Where a complaint cannot be resolved within the applicable timeline, the Company shall inform the customer in writing of the reasons for delay and the expected resolution date, without resetting the original receipt date. Internal turnaround times may be set by complaint category, provided they support compliance with applicable regulatory timelines. The Company shall maintain and periodically review an internal TAT framework for different categories of complaints.

7. **Review Mechanism**

7.1 Periodical review of Complaints

The Company shall maintain an internal turnaround-time framework by complaint category, monitor overdue complaints and review complaint trends, recurring causes and corrective actions. A half yearly analysis shall be submitted to the Greivance Redressal Committee, as applicable, covering volumes, categories, ageing, TAT breaches, root causes and corrective/preventive measures.

7.2 Review of the Policy

The Board shall review this Policy at least annually and earlier when required by law or regulatory change. Compliance shall maintain the regulatory mapping and version history. Urgent mandatory changes may be implemented under valid delegated authority and promptly placed before the Board for approval or ratification, as legally permissible; delegation shall not override any requirement for Board approval.

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ANNEXURE-Escalation Grid

FIRST LEVEL	Customer Support Department Helpline no.: 022489-30118 Email: service@payrupikloan.in (Queries/Requests) complaint@sayyaminvestments.in (Complaints) (Between 09:00 A.M. to 09:00 P.M. every day)
SECOND LEVEL	If the complaint is not resolved satisfactorily, customer can contact our Grievance Redressal Officer at: **Sylvester Pereira - Grievance Redressal Officer** Sayyam Investments Private Limited 1 and 2 Floor Khykha Court II#8, 2nd Stage 2nd Block, Hosur Main Road, Koramangala, Bangalore South 560034 KA IN E-mail: complaintGRO@sayyaminvestments.in Contact: +91 7026019282 (Monday to Saturday Timing: 9:00am to 6:00pm)
THIRD LEVEL	If the complaint is not resolved satisfactorily from above, customer can contact our Nodal Officer at: **Aswini Kumar Sahoo – Principal Nodal Officer** Sayyam Investments Private Limited 1 and 2 Floor Khykha Court II#8, 2nd Stage 2nd Block, Hosur Main Road, Koramangala, Bangalore South 560034 KA E-mail: compliantno@sayyaminvestments.in Contact: +91 6361869462 (Monday to Saturday Timing: 9:00am to 6:00pm)

FOURTH LEVEL	RBI OMBUDSMAN / EXTERNAL REDRESS: A customer dissatisfied with the Company's reply or resolution, or receiving no reply within 30 calendar days, may approach RBI subject to the applicable Scheme conditions. Internal stages do not restart this period. File at https://cms.rbi.org.in/ or crpc@rbi.org.in, or send a signed complaint to CRPC, 4th Floor, RBI, Sector 17, Central Vista, Chandigarh 160017. The filing window under RB-IOS 2026 is 90 days from expiry of the applicable response period or the Company's last communication, whichever is later. Assistance: 14448; filing is free. Sachet and CEPC have distinct purposes and are not interchangeable with this route.

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