

Bajaj Finance Limited

CITIZEN'S CHARTER

A Charter for Customer Services

August' 2020

Ver. 1.0

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1. Vision

To promote fair financial practices by maintaining transparency in various financial products and services offered by the Company to deliver an enriching experience.

2. Mission

- Achieve excellence in customer service
- Foster transparency and ethics in dealings with customers
- Offer innovative financial products and services to various segments of the society
- Contribute towards growth in economy through multifarious activities/services

3. Application of Charter

Disclaimer:

The Company has framed this Citizen's Charter and it does not by itself create new legal rights, it aims in enforcing existing rights of the customers.

This Charter applies to all products and services of the Company whether provided by branches, subsidiaries and agents acting on behalf of the Company, across various delivery channels.

4. Commitments of the Company

- a) To act fairly and reasonably in dealings with the customers.
- b) Ensuring that the products and services are in compliance with relevant laws and regulations in letter and spirit.
- c) Ensuring dealings with the customers are based on ethical principles of integrity and transparency.
- d) To maintain privacy and confidentiality of personal information of the customer.
- e) To deal promptly and sympathetically with customer grievances.
- f) To display on Company's website:
 - i. Fair Practices Code;
 - ii. NBFC Ombudsman Scheme 2018, It's Salient Features, Details of Nodal Officers and Principal Nodal Officer;
 - iii. Grievance Redressal Mechanism and Name of Grievance Redressal Officer;
 - iv. Interest Rate Policy;
 - v. Citizen's Charter of the Company.
- g) To publicize the Citizen's Charter-
 - i. Provide a copy of the Citizen's Charter on request of customer.
 - ii. Ensure training to the staff to put the Charter into practice.
- h) SMS/E-mail alerts
 - i. Send alerts for certain financial and non-financial transactions on the customers registered mobile number and registered email id.

i) Interest on Fixed Deposits

- i. Pay interest on Company's fixed deposits as per its deposit schemes and publicize changes in the interest rates whenever revised
- ii. Revised interest rates will be applicable to the fresh deposits and renewed deposits, the existing deposit will continue at the contracted interest rate
- iii. Interest rates quoted are per annum and the number of days in a year are taken as 365
- iv. Interest on deposits is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities
- v. The company will issue TDS certificates for the tax deducted at source
- vi. Premature withdrawal of fixed deposits will be allowed as per the regulatory guidelines

j) Nomination Facility for Fixed Deposits

- i. In compliance of RBI Master Direction - Non-Banking Financial Companies Acceptance of Public Deposits (Reserve Bank) Directions, 2016, the company offers nomination facility on all fixed deposit accounts. Individuals and proprietors can avail nomination facility for their accounts.
- ii. In the event of death of the depositor, the nominee would receive the balance in the account/s, as a trustee of the legal heirs.
- iii. Nomination can be made/cancelled/changed at any time during the currency of the account.

k) Loans and Advances

- i. All terms and conditions of loans, pricing and others will be in compliance with the applicable regulatory and statutory guidelines.
- ii. Customers will be communicated about any changes in interest rate or charges, and such changes will be effective on prospective basis.
- iii. The Company will make the loan statements available on self-help digital channels and will also share at the request of customer.

l) KYC Compliance

- i. In order to ensure compliance with the regulatory / statutory requirements, the company will adhere to its KYC / AML policy while opening and periodic review of an account by satisfying itself about the identity of the person and verification of the address of that person/s and to protect itself against fraud or misuse.

m) Standards of Services

- i. Customers will have access to multiple channels to avail services and obtain information.
- ii. Customers can obtain information about services and/or place a request or lodge grievance at any of the channels (branch, email, etc.).

n) Customer Obligations

- i. To check statement of account regularly and highlight discrepancy, if any, within 15 days of transaction.
- ii. Not to sign any blank document or blank cheque.
- iii. Ensure confidentiality of password/OTP at all times.
- iv. Not respond to any phone calls or emails asking for password/OTP.
- v. Beware of 'phishing' websites with enticing content or e-mails soliciting personal/confidential information.
- vi. Ensure maintenance of sufficient balance in bank account for honoring loan EMI on due date.
- vii. Promptly inform the Company about any change of address, telephone number, etc., with a valid proof of document.
- viii. Provide honest feedback on services of the Company and bring deficiency in services, if any, to the notice of the Branch/ contact center.
- ix. Follow Know Your Customer (KYC) guidelines at the time of opening the account and updation from time to time as per RBI/ Government guidelines.
- x. Avail nomination facility for their fixed deposit accounts.
- xi. Pay applicable charges for various services prescribed by the company including charges such as EMI bouncing charges, cheque bouncing charges, etc. The details of charges are available on the company's web site

o) Time Norms for Various Services/Transactions:

Sr. No.	Particulars	Time Taken*
1	Response to request raised through e-mail	2 Days
2	Updation of EMI in Loan Statement & Digital Channels	10 Days
3	Refund of excess EMI received post loan closure/cancellation	15 Days
4	Refund of charges/fees as confirmed to the customer	5 Days
5	Change of demographic post receipt of adequate documents	5 Days
6	Drawdown disbursement post successful receipt of request	24 Hours
7	Booking of Fixed Deposit post receipt of documents & receipt of amount by the Company	20 Days
8	Statement of Account and Interest Certificate	4 Days
9	Payment on Pre-Mature Withdrawal of Fixed Deposit	2 Days
10	Closure of loan and Issuance of No Dues Certificate post - receipt of outstanding amount by the Company	5 Days

**all days/hours are actual business days/hours*

p) Grievance Redressal:

The Company is committed to resolve promptly customer grievance/ enquiry/query.

i. The various service channels of the Company are given below:

- Email - wecare@bajajfinserv.in
- IVR (Interactive Voice Response) and Call center number – 8698010101 (call charges apply)
- Online Customer Portal- Experia <https://customer-login.bajajfinserv.in>
- Mobile App- <https://www.bajajfinserv.in/bajaj-finserv-experia-app>
- Self-service Chatbot Blu- <https://www.bajajfinserv.in/blu-chat-support>
- Insta Info (Bi-directional SMS- 9227564444)
- Missed call – 9810852222
- Branch walk-in- www.bajajfinserv.in/branch-locator

ii. Grievance Redressal Mechanism

In case, the Company is unable to resolve customer grievance/ enquiry/query through the above mentioned channels within ten working days to satisfaction of the customer, he can write to grievanceredressalteam@bajajfinserv.in.

In case complainant does not hear from the Grievance Redressal Team within 3 working days, he can write to Customer Experience Head at customerexperiencehead@bajajfinserv.in.

A customer can complaint from Monday to Friday (excluding public holidays) from 9:30am to 5:30pm on 020 7117 7266 (call charges as applicable). The Grievance Redressal Team shall investigate customer grievance and provide an impartial resolution.

In case customer grievance is not redressed or resolved to the customer's satisfaction within a period of one month, he can appeal to the Officer In- Charge of the Regional Office of Department of Supervision (erstwhile Department of Non-Banking Supervision) of RBI.

iii. Ombudsman Scheme for Non-Banking Financial Companies, 2018

- The customer can also reach the Nodal officer of his zone as per details available on website of the Company and branch notice board.
- If the resolution provided by the Nodal Officer is not to the satisfaction of the customer, he can approach Principal Nodal Officer, by writing a letter or through e-mail or call.
- If the grievance is not resolved or customer is not satisfied with the resolution or has not received response within 30 days of lodging grievance, he may write to the respective Ombudsman of Reserve Bank of India.

q) The Company will not entertain anonymous complaint/ grievance.

r) This Citizen Charter, inter-alia, provides the customers with promised time frame for various services offered by the Company and in order to have a better perspective about the customer's rights and obligations.

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