

# SUPREME HOUSING FINANCE LIMITED

## Grievance Redressal Mechanism

In the present competitive scenario, excellent customer service is an important tool for sustained business growth. Customer complaints are part of the business life in any corporate entity.

At SHFL, customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones.

SHFL provides customers with easy access to information, products and services, as well as the means to get their grievances redressed.

### **Step 1**

In case of any complaint/grievance regarding the loan, the customer may approach Branch Incharge of the business location where he/she had his/her account and make an entry in the Complaint Register maintained at the Branch (During the working hours from 10 am to 5 pm).

On registering the complaint, the customer should obtain complaint number and date for future reference.

Customer may also write / communicate with the concerned location for redressal of the grievance.

We will try to resolve the complaint **within 15 working days of receipt of the same.**

### **Step 2**

If the customer is still not satisfied with the resolution he/she receives or the customer does not receive any response for the complaint within 15 working days, the customer may contact our Head Office. The customer can:

- send an email to [customercare@supremehomeloans.com](mailto:customercare@supremehomeloans.com), or
- call us at +91-11-28753332 between 10 am – 5 pm from Monday to Saturday. (Except Public Holidays),or
- write to us at:

Customer Care Department,  
Supreme Housing Finance Limited  
3rd Floor, RD Chambers, 16/11,  
Arya Samaj Road, Karol Bagh,  
New Delhi- 110005 (INDIA)

We assure you that the complaint will be looked into at the earliest.

### **Step 3**

If the complaint still remains unresolved for 30 days, the customer may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank('NHB') for redressal of the complaint at below address:

National Housing Bank  
Department of Regulation and Supervision  
(Complaint Redressal Cell)

4th Floor, Core 5-A, India Habitat Centre,  
Lodhi Road, New Delhi 110 003

The customer can also approach the Complaint Redressal Cell of NHB by lodging the complaint at the link <https://grids.nhbonline.org.in> or e-mail them at [crcell@nhb.org.in](mailto:crcell@nhb.org.in).