

## GRIEVANCE REDRESSAL MECHANISM

### Level 1:

Modes of Raising Complaint: A customer may raise complaint in writing, orally, electronically or over telephone:

<b>Complaint in Person</b>	A complaint book is available at the branches. A customer can obtain it from the branch and record his /her grievances therein.
<b>Call us</b>	Complaints can also be logged at Call Centre on toll free number 1800120777778
<b>Email</b>	<a href="mailto:customercare@supremehomeloans.com">customercare@supremehomeloans.com</a>
<b>Website</b>	<a href="http://www.supremehomeloans.com">www.supremehomeloans.com</a>
<b>Write to us</b>	2nd Floor, Harsha Bhawan, 13/29, E- Block, Middle Circle, Connaught Place, New Delhi- 110001

The customer is requested to necessarily provide Loan Account Number, Reference no. provided by the Company, details of Feedback/ Suggestion/ Complaint and valid phone no. & e-mail ID while communicating with the Company.

If a complaint is received from customer in writing, the Company shall send an acknowledgement/ response within a week. If more time is required, the Company will inform the customer expected timeline. The acknowledgement shall contain the name & designation of the official who will deal with the grievance.

If the complaint is relayed over phone at the Company's designated telephone helpdesk or customer service number, the Company shall provide to the customer a complaint reference number and keep him/her informed of the progress within a week's time. If more time is required, the Company will inform the customer expected timeline.

After examining the matter, the Company will send final response or explain why the company needs more time to respond and shall endeavor to do so within 6 weeks of receipt of complaint and shall inform the customer mechanism to take the complaint further if he/ she is still not satisfied.

### Level 2:

If the resolution of complaint provided at level 1 does not meet expectation or response is not received within the defined timescales; the customer can escalate complaint to [customercare@supremehomeloans.com](mailto:customercare@supremehomeloans.com)

### Level 3:

If the resolution of complaint provided at level 2 does not meet expectation or response is not received within the defined timescales, such complaints may be escalated to the Grievance Redressal Officer of the Company whose details are as given below:

Compliance Department  
Supreme Housing Finance Ltd.  
2nd Floor, Harsha Bhawan, 13/29, E- Block, Middle Circle,  
Connaught Place, New Delhi- 110001  
Email Id: [compliance@supremehomeloans.com](mailto:compliance@supremehomeloans.com)  
Phone No. 8447735102

At this level, a complaint is expected to be responded within 7 working days of receipt of complaint.

**Level 4:** In case, a complaint is not redressed or the customer is dissatisfied with the response received, the customer may approach the Complaint Redressal Cell of the National Housing Bank by lodging its complaint in online mode at the link <https://grids.nhbonline.org.in>

OR in offline/ physical mode by post, in prescribed format available at link <http://www.nhb.org.in/%20Grievance-RedressalSystem/Lodging-Complaint-Against-HFCs-NHB%E2%80%25%2093Physical-Mode.pdf>

to the following address:

The Complaint Redressal Cell,  
Department of Regulation and Supervision,  
**National Housing Bank**,  
4th Floor, Core- 5A, India Habitat Centre,  
Lodhi Road, New Delhi-110003

The above Grievance Redressal Mechanism will be displayed clearly in all of the Company's offices/ branches and on the website. The Board will be provided with periodical review of the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism at various level.