Customer Grievance Redressal Policy

(Approved by the Board of Directors of KBFP Private Limited)
Last Updated: October 26, 2026

Lending services offered by KBFP Private Limited ("KBFP") (CIN: U62099TN2025PTC184908), a private company registered under the Companies Act, 2013.

Registered Office Address:
Suite 509, 5th Floor, The Executive Zone Private Limited,
Shakti Tower, 1/766, Anna Salai,
Madras Electricity System,
Chennai - 600002, Tamil Nadu, India

Corporate Office Address:
1539, 18th Cross, Sector 3,
HSR Layout,
Bengaluru - 560102, Karnataka, India

We, at KBFP, value the trust placed upon us and strive to offer the best experience to You. Our Grievance Redressal Policy has been designed to resolve customer grievances in a timely and efficient manner, while treating our customers fairly and courteously.

In order to meet the above objective, KBFP has outlined a framework for redressal of customer grievances and documented it in the form of a policy for the reference of customer touch-points.

KBFP shall ensure that the Customer Grievance Redressal Policy is also available in public domain (on its app and website, https://khatabooklending.com).

Scope and Objectives
The objective of the policy is to spell out the framework for Grievance Redressal in KBFP to ensure that:

i. All customers are treated fairly and in an unbiased manner at all times
ii. All issues raised by customers are dealt with courtesy and resolved on time
iii. Customers are made completely aware of avenues to escalate their grievance within KBFP and their rights to alternate remedies if they are not fully satisfied with the response or resolution to their grievance
iv. The employees shall work in good faith and without prejudice towards the interest of the customer

Through this policy, KBFP shall ensure that a suitable mechanism exists for receiving and addressing grievances from its customers, with specific emphasis on resolving such cases fairly and expeditiously regardless of the source of the case.

Tenets of grievance redressal:
KBFP shall be guided by the following tenets in its approach to grievance redressal:
a) Customer Awareness: KBFP shall endeavor to make continuous efforts to educate its customers to enable them to make informed choices regarding lending products as well as channels to approach for grievance redressal.
b) Fairness & transparency: The customer's grievance shall be examined in all fairness and KBFP shall take a balanced approach to resolve the same. KBFP shall ensure customer grievances are resolved in a timely and efficient manner.
c) Escalation: All responses to customer grievances will provide an escalation matrix mentioning the details of the next level of grievance redressal for the customer.
d) Review: KBFP shall have a regular process of internal review of customer grievances at multiple hierarchies to enhance Quality and effectiveness of customer service

Definition of Query and Complaint:

KBFP has clearly defined Complaints and Queries so that customer issues are logged accurately.

It is to be noted that examples mentioned below are illustrative.

A Query is:

a) Any doubt/ enquiry
b) Customer seeking/ cross-checking for clarification / more information
c) Customer enquiring/ cross checking before the expiry of specified turnaround time (TAT) for service/ deliverables
d) Customer checking status/ progress
e) Customer making a request (e.g. deliverables, services, waivers)

Examples of queries:

i. Non-receipt of Statement of Account / Loan Khata (within TAT) (1st time)
ii. Query on application status (Within TAT)
iii. Query on disbursement within TAT

Complaint:

A Complaint is:

a) A grievance/ protest/ grumble
b) Customer disputing non–conformance of services/ products/ processes
c) An error committed by KBFP

Examples of complaints:

i. Loan not disbursed (Beyond TAT)
ii. Loan Closure not done, within TAT in spite of full repayment made
iii. Amount repaid not adjusted against Loan account / khata

Process of handling general customer grievances of KBFP

Touch points to report customer grievances OR available for referring/seeking redressal of grievances are listed below:

i. Mobile App (https://kbapp.sng.link/B31td/m22kn/vky5)
ii. KBFP Customer Service contact no's +91-9606800800 or Email ID - feedback@khatabook.com

Logging and tracking of customer grievances:

Any grievance received - either verbally, by email or in writing, if not resolved and responded same day, shall be logged by KBFP into Internal CRM Tool - our customer grievance tracking system

The Internal CRM Tool system has the capability to record and categorize grievances into different types and maintain turnaround times (TAT) for specific category / sub-category. It also has an auto escalation mechanism for cases not resolved within defined TAT.

With this KBFP shall not only ensure that all the issues are recorded and resolved, but shall also ensure effective monitoring /escalation mechanism to the senior functionary responsible in case of the grievance not being resolved within defined timelines.

Acknowledgement is provided for every grievance logged (in the form of a Complaint Reference Number (CRN) (A ticket generated in our system))

Grievance resolution Turnaround time: Depending on the nature of the grievance, specific timelines have been set for different categories. Grievances shall be resolved in a proper and time bound manner with detailed advice to the customer. The customer is kept informed in case of any delay envisaged by KBFP in resolution of the grievance beyond the stated timelines.

Resolution of Complaints

- We are committed to providing you with our first response within 24 hours of receiving the query / complaint.
- We aim to resolve all Your complaints/queries within 3 business days.
- Resolution of Your complaint may get delayed due to operational or technical reasons. In such a scenario, You will be proactively informed of the timelines during which Your complaint will be addressed.
- In a few scenarios, while the resolution to a complaint is instant, it may take time for it to get reflected in the system. For example, refund approval can be instant, but it may take 3-10 days to reflect money into the account. Please note that such delays are attributable to banking and other operational issues.
- Complaints related to 'fraud and risk assessment' often take longer to investigate due to the involvement of multiple agencies. The resolution time in such cases is dependent on the severity and complexity of the case. You shall be proactively informed of the timelines in such cases.

Note: Users are proactively informed of delays if any, in the resolution. Escalation of Complaints to Level 2, if User is not satisfied.

Sources of grievances: Apart from direct grievances from customer, grievances received through various regulatory bodies including Reserve Bank of India, Government of India etc, shall be handled centrally under the Grievance redressal cell
Mode of response: KBFP shall ensure that the mode of response is as per the mode of customer intimation received e.g. cases received through e-mail shall be responded through e-mail.

Escalation of grievances: KBFP has a three-tier escalation mechanism for customer grievances, as given below:

Level 1 - Customer Support – Call us on +91-9606800800 or email at grievanceofficer@khatabook.com
Level 2 - Customer Success Manager - Call us on +91-8971757123 or email at grievanceofficer.manager@khatabook.com
Level 3 - Nodal Grievance Redressal Officer, KBFP has appointed a Nodal Grievance Redressal Officer whose contact details are as below
Name - Mr. Yogesh Pawde
Email ID - nodalofficer@khatabook.com
Level 4 - Redressal of the Grievances as per the RBI Ombudsman Scheme:
If the complaints is not redressed satisfactorily within 30 working days, aggrieved customers may lodge their complaint
Complaint lodging portal of the Ombudsman: https://cms.rbi.org.in/
Toll-Free PNo: 14448
Email ID: crpc@rbi.org.in
Postal and hand-delivered complaints can be addressed to - Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017

Employee training and awareness: All employees at customer facing channels and other support departments shall be periodically trained in handling customer grievances. This would include functional training as well as training in soft skills.

Review & Oversight of monitoring customer grievances:
KBFP shall monitor the customer grievances logged on a regular basis. As part of this monitoring, it shall perform the following activities:

a) *Analyze/conduct a root-cause analysis* of the complaints logged on a quarterly basis. The analysis shall be carried out on the basis of the nature and type of complaint with a view to identify areas of complaints which are endemic in nature and require process review / procedural change.
b) The analysis shall also include *review of closure of cases* (adequacy of closure as well as timeliness). Key aspects of the analysis shall be highlighted to the senior management.

c) *Summary of the complaints received and closed* shall be reported as part of calendar of reviews.
d) *Proactive monitoring* shall be carried out at a monthly frequency on sample basis for frequent areas of complaints to raise issues to the concerned units including for cases not resolved or inadequately resolved or incorrectly logged.
e) *Customer feedback* by way of complaints and through structured Customer Service Committee meetings shall be analyzed and acted upon.
f) *The Nodal Grievance redressal officer shall be responsible to drive process improvement in coordination with other functions of KBFP.*

Limitation of Customer Liability
A customer's liability arising out of an unauthorized transaction will be limited to:

Sr.No.	**Particulars**	**Maximum Liability of Customer**
1	Contributory fraud/negligence/deficiency on the part of KBFP, (irrespective of whether or not the transaction is reported by the customer)	Zero
2	Third-party breach where the deficiency lies neither with KBFP nor with the customer but lies elsewhere in the system, and the customer notifies KBFP regarding the unauthorized payment transaction.	Zero
	i. Within three days#	Zero
	ii. Within four to seven days#	Zero
	iii. Beyond seven days#	KBFP would decide on a case-to-case basis.
3	In cases where the loss is due to negligence by a customer, such as where he/she has shared the payment credentials, the customer will bear the entire loss until he/she reports the unauthorized transaction to KBFP.	
4	KBFP may at its discretion, decide to waive off any customer liability in case of unauthorized electronic payment transactions even in cases of customer negligence.	

Customer Responsibility on Limited Liability.

- Customers must take appropriate measures to safeguard their accounts by using strong Passwords and Pins, which need to be changed at regular intervals. Pins/ Passwords and OTP must not be shared with anyone via email/telephone including employees of KBFP.
- KBFP will never ask for such credentials. Customers must update their mobile numbers and email ids regularly with KBFP to keep the information up to date and receive ongoing alerts.
- Customers must mandatorily register for SMS alerts and e-mail alerts (wherever applicable) for electronic payment transactions.
- Customers need to monitor transactions regularly, either from the SMS alerts or through the mobile app to identify any unauthorized transaction.
- It is the responsibility of the customer to promptly report any unauthorized transaction on the account to KBFP, ensuring that there is no delay in reporting.