

## **Grievance Redressal – Resolution Framework for COVID 19 related stress**

With reference to the guidelines dated 1<sup>st</sup> October, 2020 by Indian Banks' Association on the resolution framework for COVID 19 related stress, Origo Finance Pvt Ltd has effective system in place to address any grievances raised, out of the application for restructuring / ex-gratia related and with respect to their loans with company, by the borrowers under the Resolution Framework guidelines issued by the Reserve Bank of India on Resolution Framework for COVID-19-related stress on August 6, 2020 and September 7, 2020.

### **For Grievances**

- Origo Finance shall maintain quick turnaround time frames in handling and resolving the customer complaints.
- Customer's complaint or a grievance about Origo Finance with regards to resolution framework Customers can contact on our customer care/customer support number: 9797970303 between 10am and 6pm on all working days to raise any queries / grievances.
- Also customers can visit our branch offices / email us as at: [grievance.redressal@origofin.com](mailto:grievance.redressal@origofin.com)
- Customer can write to Address:

Grievance Redressal Officer – HO Origo Finance Pvt Ltd,

1st Floor, Kapil Towers,

Financial Dist, Gachibowli, Rangareddy (Dist) Hyderabad – 500032

If customer complaint / dispute is not redressed within a period of 10 days he /she may appeal to the Nodal officer

### **Nodal Officer**

In case of delay / no response from our customer support, customers can email us at: [nodal.officer@origofin.com](mailto:nodal.officer@origofin.com)

If customer complaint / dispute is not redressed within a period of 10 days he /she may escalate to the in charge -Escalation

### **Escalation Matrix**

In case of delay / no response from our nodal officer, customers can email us at: [escalation@origofin.com](mailto:escalation@origofin.com)

If customer complaint / dispute is not redressed within a period of one month, he /she may appeal to The Officer-in-charge,  
Reserve Bank of India,  
Department of Non-Banking supervision  
New Delhi.