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Grievance Redressal Policy

Version: 3.0, Date Last reviewed: 21st November 2023

Revision History

Date	Description	Reviewer
9th February 2023	Introduction of Grievance Redressal Policy	Legal Team
3rd April 2023	Addition of Grievance Redressal Officer Details	Legal Team
21st November 2023	Change in Escalation Chart	CSM Team

Approval History

Date	Approval	Title
21st November 2023	CEO and Co-Founder	Mr Rishabh Goel
21st November 2023	COO and Co-Founder	Mr Mayank Khera
21st November 2023	CPTO and Co-Founder	Mr Anand Agrawal

CLIENT GRIEVANCE REDRESSAL POLICY

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Objective

As a responsible organization, Analog Legalhub Technology Solutions Private Limited (“Company”/ “Credgenics”) has created the grievance redressal Policy to explain the framework for minimizing and resolving instances of customer grievances through proper redressal mechanisms.

The Company’s Grievance Redressal Policy fulfills the following principles:

- Customers shall always be treated fairly.
- Customer Complaints will be dealt with, with respect and resolved timely.
- All complaints will be dealt with efficiently and equitably.
- The company would work with good trust and without any bias toward the customers' interests.

Scope

To make the Company’s redressal mechanism more effective, a structured flow has been built catering to all the services and products provided by Credgenics, its Subsidiaries, Business Partners, and Associates, including Business Correspondents or any other outsourced services, to provide prompt and timely redressal to the customer's grievance.

Grievance Redressal Mechanism

In case of any grievance, customers can intimate and record their complaints/ grievances for a resolution by writing an email/sending a formal complaint to our Grievance Redressal Officer:

Akbar Ali , Manager - Training & Quality

Contact No.: +91-9871840159

Email ID: akbar.ali01@credgenics.com

**Address: Credgenics, 1st Floor, Majestic Omnia, Sector 4, near
HDFC Corporate Building, Noida, Uttar Pradesh 201301**



You can also send an email to support@credgenics.com and mentioning 'Grievance' in the subject line.

Escalation Chart

To effectively understand and address customer grievances, the Company shall open multiple communication channels and a three-tier escalation matrix for grievance resolution.

Level	Name	Designation	Email ID	Escalation TAT
Level 1	Sunny Mittal, Sunaina Mehrotra	Associate Director	sunaina.mehrotra@credgenics.com sunny.mittal@credgenics.com	Within 72 hrs from receipt of grievance
Level 2	Rishabh Goel	CEO and Co-Founder	rishabh@credgenics.com	Beyond 3 days(72 hrs) from the date of receipt of the grievance

Grievance Resolution Time

Credgenics shall strive to resolve all customer grievances at the earliest, with the timelines indicated below being the maximum time for resolution

1. General complaints: 3 to 14 working days.
2. Outsourced Activity: 21 days.
3. Fraud cases, legal cases and cases requiring retrieval of documents and records > 3 months old: 30 working days.
4. Cases involving the third party: 30 working days.
5. Data Privacy cases: 30 working days.

Revision and Review

This Policy will be subject to an annual internal review, or as and when required, by the support team (“Administrator of the policy”). The team shall amend/modify the terms and conditions of the policy including but not limited to scope, and escalation level.

Note

A Grievance will be treated as redressed or closed where the complainant has communicated his acceptance of the company’s decision on redressal of the grievance communicated to her/him. This is also applicable for cases where the complainant has not shared his acceptance of the company’s decision, within 7 days from the date of communication of the decision by Level 1 or Level 2 or Level 3.