

Grievance Redressal Policy

Grievance Redressal Mechanism

The grievance redressal mechanism of Paisabuddy Finance Private Limited shall be enhanced to address the concerns raised by the policy holders relating to their insurance policies. Insurance products come with lot of caveats which must be explained to prospective customers so that customer takes informed decision and does not face any hurdle at the time of taking benefits out of his/her insurance policy. Under grievance redressal mechanism customer will be allowed to approach any the officers of Paisabuddy Finance Private to register a complaint.

The details of the policy are as under:

- All complaints will be recorded in the complaints system / register and due acknowledgement will be issued to customers with unique reference number for tracking of complaints.
- All the personnel across the corporate agency who directly or indirectly deal with customers will be provided training to handle insurance related complaints.
- The complaints of the customers will duly reviewed and if required, investigated suitably.
- Customer will be duly responded with review or investigation findings within the prescribed regulatory timeliness along with information regarding escalation matrix.
- As and when required, a complaint will be dealt at the appropriate senior level of the corporate agency for timely and proper resolution.

Turn Around Time:

The company shall resolve all grievances within the time frame of 14 days or as prescribed by Regulator from time to time.

In case the insurance company / policyholder feels that they are not getting suitable revert from our end within the defined TAT, following escalation matrix needs to be followed:

Level	Name	Email Id	Escalation Time Frame from date of receipt complaint
Level 1	Customer Support	info@paisabuddy.com	0 to 7 days
Level 2	Grievance Officer	ops@paisabuddy.com	8 to 11 days
Level 3	Principal Officer	Jignesh.yagnik@paisabuddy.com	12 to 14 days

Maintenance of records and Reporting Requirements:

- Paisabuddy Finance Private Limited shall maintain all records and furnish periodic reports / returns to IRDAI as prescribed under the Regulations.
- Paisabuddy Finance Private shall share all such information with the Insurer, as may be required in relation to the insurance business undertaken by the Paisabuddy Finance Private Limited

For and On behalf of

M/s Paisabuddy Finance Private Limited

For Paisabuddy Finance Private Limited



Director

For Paisabuddy Finance Private Limited



Director

Director 1

PaisaBuddy Finance Private Limited

Director 2

CIN No. : U65991RJ1996PTC059738

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