



APOLLO FINVEST (INDIA) LIMITED

GRIEVANCE REDRESSAL MECHANISM

KEY PARAMETERS

Following are some of the key parameters of the GRM (Grievance Redressal Mechanism)

1. Resolution of customer complaints/disputes/queries within a prescribed timeframe.
2. Ensuring that all complaints/disputes/queries of customers are heard and disposed off at least at the next higher level.
3. Company to ensure to take up the grievance promptly and try to resolve the matter expeditiously. If the matter is not resolved within the prescribed time period or is not capable of being resolved, then the customer shall be informed appropriately at the earliest opportunity.
4. All communication in relation to the GRM shall be in writing.
5. Apollo Finvest India Ltd. will strive to maintain a T + 30 days turnaround time for responding and providing a final resolution to customer complaints received regarding loan agreements and loan-related, waiver/refund, foreclosures & closure documents, bureau reporting, etc.
6. All complaints received shall be handled as follows:

First Level	info@apolloinvest.com
Next Level	grievanceredressalteam@apolloinvest.com

7. Complaints shall be resolved in a proper and time-bound manner with detailed advice to the customer. In case the resolution needs time, an interim response, acknowledging the complaint shall be issued.
8. In case the Customer does not receive any response from the Company or if complaint/dispute is not redressed within 30 days, the customer may approach the Complaint Redressal Cell of Reserve Bank of India at the following address:

Officer-in-charge,
Reserve Bank of India,
Regional Office, DNBS, Third floor,
opp. Mumbai Central Station,
Byculla, Mumbai – 400 008