

# MAS FINANCIAL SERVICES LIMITED

## GRIEVANCE REDRESSAL MECHANISM

[Pursuant to RBI Circular dated 26.10.2020 w.r.t. Scheme for grant of ex-gratia payment of difference between compound interest and simple interest for six months to borrowers in specified loan accounts (01.3.2020 to 31.8.2020)]



*The Power of Distribution*

## PROCEDURE FOR GRIEVANCE REDRESSAL MECHANISM

**[Pursuant to RBI Circular dated 26.10.2020 w.r.t. Scheme for grant of ex-gratia payment of difference between compound interest and simple interest for six months to borrowers in specified loan accounts (01.3.2020 to 31.8.2020)]**

Pursuant to RBI Circular RBI/2020-21/61 DOR.No.BP.BC.26/21.04.048/2020-21 dated 26.10.2020 and with reference to Ministry of Finance circular dated 23.10.2020 pertaining to Scheme for grant of ex-gratia payment of difference between compound interest and simple interest for six months to borrowers in specified loan accounts (01.3.2020 to 31.8.2020) ("the Scheme") the Grievance Redressal Mechanism for eligible borrowers as per the said scheme has been formulated by **MAS** Financial Services Limited (MFSL and/or Company) as follows:

- The eligible borrowers as per the scheme shall send their grievances/ queries/ disputes to the Branch Officers/ Customer Care Executives of the Company. The Branch Officers/ Customer Care Executives would then upload those queries/ disputes/ requests on the MAS ERP (i.e. on Companies' Computer based system). These queries would then be received and solved by the CRM department. The Customer Relationship Manager's contact details would be displayed at all the Branch Offices and also on the website of the company.
- If the grievances/ queries/ disputes are not resolved at this level, then the same could be referred to the Manager Operations at:

To,  
The Manager Operations,  
**MAS** Financial Services Limited  
4<sup>th</sup> Floor, Narayan Chambers,  
B/h Patang Hotel, Ashram Road,  
Ahmedabad-380009  
Call: 079 – 30016500  
Email: [mfsl@mas.co.in](mailto:mfsl@mas.co.in)

- If the eligible borrower issue is not resolved even after contacting various complaint resolution channels, he/she can write to the Nodal Officer at:

To,  
**The Nodal Officer,**  
**MAS** Financial Services Limited  
6, Ground Floor, Narayan Chambers,  
B/h Patang Hotel, Ashram Road,  
Ahmedabad-380009

- If a grievance/complaint has been received in writing from eligible borrower, Company shall endeavor to send him/her an acknowledgement/ response within a week, providing requisite details pertaining to the same. If a complaint/grievance is relayed over phone at Company's designated telephone helpdesk or customer service number, the eligible borrower shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.
- After examining the matter, Company shall send the eligible borrower its final response and he/she should be informed how to take his/ her complaint further if he/she is still not satisfied.

The said scheme attached herewith and the same is available at website of the Company at [www.mas.co.in](http://www.mas.co.in).

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