

**MASTER TRUST LIMITED**  
**CUSTOMER GRIEVANCES POLICY**

(Pursuant to RBI Guidelines and Master Direction issued by RBI as amended from time to time)

At Master Trust Limited, we prioritize client satisfaction and transparency. If at any point in time, a client wishes to raise a complaint or express concerns regarding any issue, we have established a process to address them promptly.

Company has prepared grievance redressal mechanism Such a mechanism shall ensure that all disputes arising out of the decisions of company functionaries are heard and disposed of at least at the next higher level. The Board of Directors shall also provide for periodical review of functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews shall be submitted to the Board at regular intervals.

We assure that we will make every effort to resolve client's query or complaint at the earliest within 30 days from the date of receipt of the query/complaint. Further if complaint is not resolved within 30 days, customer may appeal to the Officer-in-Charge of the Chandigarh Regional Office of Department of Supervision (Non-Banking) (contact no.:0172-2700969).

The detailed process shall be as under:

**1. Lodge complaint/ grievances:**

For any kind of grievances/complaint against the company, the client may choose to send his grievances/complaint through any of the below mentioned mode:

- a) **Sending an email on our email Id helpdesk@mastertrust.co.in:** The client may lodge his/her grievances/complaint by sending an email on the above email id from his/her registered email id quoting his/her client code or
- b) **Contacting any of our dealing/registered/branch office of the company:** The client may contact the dealing/registered/branch office, telephonically or by visiting personally and register his/her complaint, in writing or
- c) **Sending Written Letter by post/courier:** The Client may send his/her grievances/complaint by sending letter through Post/Courier addressed his/her dealing/branch office or to The Manager, Master Trust Ltd, Master Chamber, 19, Feroze Gandhi Market, Ludhiana-141001; or

**2. Complaint registration:**

The complaint received in any of the above stated mode is sent to the Head office where centralized record of all complaints is maintained for further investigation/action.

**3. Investigation and evaluation:**

Customer Grievance Redressal officer thoroughly investigate the complaint, gather relevant information, and evaluate its validity for taking suitable action is taken including reply to the client.

**4. Resolution and closure:**

After gathering the relevant facts/information/documents, and analysis of the same, the client is suitably replied or informed. If required, the settlement terms are discussed with the client for his/her confirmation or feedback regarding the same and resolved. The complaint is considered to be resolved where no response is received from the client within 30 days from the date of reply sent to the client and the case is closed.

**5. Escalation if required:**

If the client complaint cannot be resolved at the initial level, it may be escalated to a higher authority or specialized team for further investigation and resolution.

**6. Arbitration:**

In case the client is not satisfied with the reply/clarifications/resolution of his/her complaint, the client may opt to file an arbitration case in the courts of Ludhiana under Arbitration & Conciliation Act, 1996.

**Others:**

1. Company shall ensure redressal of grievances of persons with disabilities under the Grievance Redressal Mechanism.
2. Adequate efforts shall be made towards creation of awareness about the grievance redressal mechanism.

**Ombudsman scheme:**

Reserve Bank of India issued a scheme i.e. The Reserve Bank - Integrated Ombudsman Scheme, 2021 The Scheme, framed by the Reserve Bank in exercise of the powers conferred on it under Section 35A of the Banking Regulation Act, 1949 (10 of 1949), Section 45L of the Reserve Bank of India Act, 1934 (2 of 1934), and Section 18 of the Payment and Settlement Systems Act, 2007 (51 of 2007), will provide cost-free redress of customer complaints involving deficiency in services rendered by entities regulated by RBI, if not resolved to the satisfaction of the customers or not replied within a period of 30 days by the regulated entity.

The Scheme adopts 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral.

The customers of the NBFCs can take their services from this scheme and get resolution for their complaint.

Some of the salient features of the Scheme are:

- It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman.

- The Scheme defines 'deficiency in service' as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of "not covered under the grounds listed in the scheme".
- The Scheme has done away with the jurisdiction of each ombudsman office.
- A Centralized Receipt and Processing Centre have been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language.
- The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers against the Regulated Entity would be that of the Principal Nodal Officer in the rank of a General Manager in a Public Sector Bank or equivalent.
- The Regulated Entity will not have the right to appeal in cases where an Award is issued by the ombudsman against it for not furnishing satisfactory and timely information/documents.

**Details of Customer Grievance Redressal Officer**

Mr. Vikas Gupta: (FCS, LLB, M.COM)  
Company Secretary, Compliance & Nodal Officer  
SCO-19, 3rd Floor, Master Chambers,  
Feroze Gandhi Market, Ludhiana, Punjab-141001  
Email: secretarial@mastertrust.co.in  
0161-5043500/ 5043513/ 5043525

At the operational level, company shall display the name and contact details (Telephone/ email address) of the Grievance Redressal Officer prominently at its branches/ places where business is transacted. The designated officer shall ensure that genuine grievances of customers are redressed promptly without involving delay. Further Grievance Redressal Machinery will also deal with the issue relating to services provided by the outsourced agency.