

Business NextGen Finance Private Limited (BNF)

Grievance Redressal Policy

Sep 2025



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Introduction

A grievance means any concern, complaint, or dissatisfaction you may have with Business NextGen Finance Private Limited (BNF). This could be about our staff, products, services, processes, delays, errors, or any situation where you feel the need to raise the issue to higher management. You can share your grievance with us through any of our communication channels, verbally or in writing.

Purpose and Scope

BNF is committed to treating and serving all clients consistently and fairly. To uphold this commitment, the Company has established a structured grievance redressal mechanism to resolve disputes effectively.

This mechanism ensures that all complaints or grievances relating to business practices, lending decisions, credit management, or recovery actions are duly heard, examined, and responded to in a timely manner.

Customers may lodge their complaints through any of the following four communication channels:

- The Toll-Free Number 1800 267 4888. Customer can call on the toll-free number between 10am to 6pm, Monday to Friday.
- E-mail us at customer@bnfl.com;
- Write to:
Business NextGen Finance Private Limited,
305, Samarpan Complex, New Link Road,
Chakala, Andheri East, Mumbai - 400099
- Visit the nearest Business NextGen Finance Private Limited (BNF) Branch

Customer Query and Complaint Handling

- All customer queries and complaints received through the designated communication channels shall be reviewed, monitored, and resolved with the objective of achieving complete customer satisfaction.
- The emphasis shall be on ensuring that grievances are addressed promptly and resolved in a fair and timely manner.
- BNF has appointed a Grievance Redressal Officer (GRO), who may be approached by customers and the general public for the resolution of complaints against the Company.

Display of Information

- At all BNF branches and business locations, a notice shall be displayed prominently for the benefit of customers, containing the following details:
- Contact details of the Grievance Redressal Officer (Name, Designation, Phone Number, Email ID, and Office Address)
- Procedure for lodging complaints with BNF

- Escalation mechanism in case the complaint is not resolved within the prescribed time frame

Grievance Redressal Officer (GRO) - Mr. Vikas Rahate
Business NextGen Finance Private Limited (BNF),
305, Samarpan Complex, New Link Road,
Chakala, Andheri East, Mumbai – 400099
Toll-Free Number 022-65431100
Email ID: management.bnfl@bnfl.com

- BNF shall prioritize redressal of Grievances of Customers with disabilities.
- BNF shall ensure speedy / swift redressal of grievances of physically /visually challenged complainants / applicants / persons with disabilities.

Redressal of Grievances for Customers with Disabilities

- Grievances raised by customers with disabilities shall be accorded priority once a formal request is submitted and valid proof of disability is furnished by the customer.
- If any customer requests a hard copy of agreements, statements, or any other documents that have already been provided in soft copy, BNF shall provide such hard copy upon the customer's request.

Service commitment by the Company

- To act fairly and reasonably in all dealings with the customer.
- Ensuring product and services are in compliance with the relevant laws and regulations.
- To maintain privacy and confidentiality of the personal information of the customer.
- To ensure all terms and conditions of loans, pricing and other charges will be in compliance with the applicable regulatory and statutory guidelines.
- To ensure all charges are as per the schedule of charges and MITC (Most Important Terms & Conditions) document uploaded on company website www.bnfl.in
- To ensure to share all statements related to loan account as and when requested by the customer.
- To ensure to intimate customer through acceptable means of communication prior to making any changes in the loan terms & conditions.

Timelines for Response / Resolution of Various Service Requests

Sr. No.	Service Request / Query Type	Timeline of Resolution/ Response
1	Statements such as Statement of Account, NOC, Repayment Schedule, Interest Certificates, Copy of Welcome Letter	3 Days
2	Email Address & Contact details / No Updation	3 Days
3	TDS Refund / GST Invoice	7 Days
4	Bureau Updation / Correction Request	21 Days

5	Updation of EMI in loan statement / EMI clarification	3 Days
6	NACH Activation	30 Days
7	Swapping of Repayment Bank, A/c	30 Days
8	EMI / Part Payment / Foreclosure Payment Confirmation	3 Days
9	Cancellation of loan	21 Days
10	LOD (List of Documents) Request	7 Days
11	Foreclosure Letter	21 Days
12	Copy of Sanction Letter	14 Days
13	Original Property Papers post closure	30 Days
14	Photocopy of Property Documents	14 Days
15	Refund of Excess EMI received post loan closure / cancellation	5 Days
16	Dispute / Refund of Charges/fees as confirmed to the customer	7 Days
17	Copy of Insurance Certificate	3 Days
18	Insurance Surrender / Cancellation	14 Days
19	Legal related queries / notice response	7 Days
20	Any other dispute / Queries not covered above	3 Days

Please note timelines denoted above are actual business days/hours.

Customers Obligation

- To check statement of account regularly and highlight discrepancy, if any, within 15 days of transaction.
- Not to sign any blank document or blank cheque.
- Ensure maintenance of sufficient balance in bank account for honoring loan EMI on due date.
- Pay applicable charges at the time onboarding as well as during the tenure of the loan related to bounce charges, Penal charges etc.
- Promptly inform the company about any change of address, telephone number etc. with valid proofs as required.
- Ensure funds are transferred only through payment channels approved by the company,
- No payment to be made on any bank a/c pertaining to any individual employee or third- party representative.
- Go through MITC (Most Important Terms & Conditions) document shared on onboarding as well as available on company website www.bnfl.in along with the loan agreement and sanction letter shared at the time of onboarding.
- To reach out to only service channels / email IDs mentioned in this document for all service requests / complaint / query.

Contact Details of Nodal Officer of the Company is given below

Centre	Name & Contact Details of Nodal Officer of the Company	Area of Jurisdiction
HO @ Mumbai	Principal Nodal Officer – Mr. Syamantak Mayekar Email ID: principalnodalofficer@bnfl.in Business NextGen Finance Private Limited, 305, Samarpan Complex, New Link Road, Chakala, Andheri East, Mumbai – 400099 Toll-Free Number 022-65431100	Pan India

