

**Business NextGen Finance Private Limited (BNF)**

**Grievance Redressal Policy**  
Sep 2025



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**Document Control Page**

**Document Title: Grievance Redressal Policy**

**Document Approval History**

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| 1.0     | Chief Technology Officer & Head Operations | MD & CEO      | Board         | Initial Version     | September 22, 2025      |



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## INTRODUCTION:

Business Nextgen Finance Private Limited (BNF) defines the term ‘Grievance’ as an expression of dissatisfaction (justified or unjustified) conveyed to the company either orally or through any channel. It can be about staff member, a product, service, process, service failure, excessive delays, errors or customer showing intent to escalate to higher management.

## PURPOSE AND SCOPE:

BNF’s policy is to treat and service all the clients consistently and fairly. BNF has laid down the appropriate grievance redressal mechanism within the organization to resolve disputes arising in this regard. This mechanism shall ensure that all disputes arising in connection with any matter pertaining to business practices, lending decisions, credit management and recovery decisions shall be heard and the response would be sent for such complaint / grievance.

All the customer queries and complaints registered through the above channels shall be reviewed, monitored and resolved to the satisfaction of our customers. The focus shall be to ensure all grievances are resolved in a timely basis and to the full satisfaction of our customers. BNF has appointed a Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company.

All BNF branches / places where business is transacted a notice will display the following information prominently, for the benefit of their customers:

### **Grievance Redressal Officer- 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 of a Customer with disabilities will be prioritized once a formal request is made and proof of disability is furnished by the Customer. If any Customer requests for a hard copy of agreement, statements or any other documents, a copy of which has already been provided to the Customer in soft copy, such hard copy may be provided to the Customer by BNF at 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](http://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.

#### **CUSTOMER 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](http://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.

#### **GRIEVANCE ESCALATION MATRIX:**

##### **LEVEL 1:**

In case of any query/ complaint/ grievance with respect to the product and services offered by the Company, the customer may register the complaint either by writing a letter/ email or visiting the branch office or through telephonic communication. Customers may lodge their complaints through any of the following four communication channels:

1. The Toll-Free Number 1800 267 4888. Customer can call on the toll-free number between 10:00 a.m. to 6:00 p.m., Monday to Friday.
2. E-mail us at [customercare@bnfl.com](mailto:customercare@bnfl.com).

3. Write to:  
Business NextGen Finance Private Limited,  
305, Samarpan Complex, New Link Road,  
Chakala, Andheri East, Mumbai - 400099
4. Visit the nearest Business NextGen Finance Private Limited (BNF) Branch.

**LEVEL 2:**

If the customer does not receive a response from the company within the timelines for service requests mentioned in **Annex 1**, or within 7 days for services not mentioned in the annexure, or if the customer is not satisfied with the resolution provided, the customer may complain to the Grievance Redressal Officer by writing a letter or email.

**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](mailto:management.bnfl@bnfl.com)

**LEVEL 3:**

If the customer does not receive any response from the company within timelines for response / resolution of various service requests as mentioned in **Annex 1** or within 15 days for services not mentioned in the annexure or is not satisfied with the resolution provided by the above channel, the customer may complaint to the Principal Nodal Officer of by way of writing letter/ Email to:

**Principal Nodal Officer – Mr. Syamantak Mayekar**

Email ID: [principalnodalofficer@bnfl.in](mailto:principalnodalofficer@bnfl.in)  
Business NextGen Finance Private Limited,  
305, Samarpan Complex, New Link Road,  
Chakala, Andheri East, Mumbai – 400099  
Toll-Free Number 022-65431100

**LEVEL 4:**

In case if the customer is not satisfied with the resolution received or if the customer does not hear from the Company within 30 working days of receipt of his/her complaint to the Company, he/she may lodge their complaint (format available on the website as required under Ombudsman scheme 2021) on RBI CMS portal <https://cms.rbi.org.in> or write them on e-mail id - [crpc@rbi.org.in](mailto:crpc@rbi.org.in) or send complaint with form to the below mentioned address:

Address:  
Centralised Receipt and Processing Centre,  
Reserve Bank of India, 4th Floor,  
Sector 17, Chandigarh – 160017

\*The complainant shall submit, along with the complaint, copies of the relevant documents supporting the complaint.

**Annex 1 -Timelines for Response / Resolution of Various Service Requests**

| <b>Sr. No.</b> | <b>Service Request / Query Type</b>   | <b>Timeline of Resolution/ Response</b> |
|----------------|---|---|
| 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.