

Alpha Alternatives Financial Services Private Limited  
(Formerly Known as Provincial Finance and Leasing Co Private Limited)

Grievance Redressal policy

Version 3.0  
Date: 26<sup>th</sup> December, 2023  
Last Reviewed Date: 30<sup>th</sup> May, 2024

#### **A. PREAMBLE AND OBJECTIVE**

a. This Policy is formulated to provide efficient services to customers of Alpha Alternatives Financial Services Private Limited (AAFSPL).

(Formerly Known as Provincial Finance and Leasing Co Private Limited) and to effectively address and redress grievances in a timely manner.

b. The Compliance Officer (detailed hereafter) is responsible for ensuring provision of prompt and effective services to customers and monitoring the dedicated email address of AAFSPL's.

#### **B. DEFINITION**

For the purpose of this Policy, the following words will carry the meaning as under:

i. "Policy" means this Policy on Grievance Redressal Mechanism.

ii. "Stipulated Turnaround Time" means the timelines as specified in the "Customer Service Timelines" section of this Policy or prescribed statutory timelines (if any), whichever is earlier.

#### **C. CUSTOMER SERVICE TIMELINES**

AAFSPL follows the following timelines for performance of its duties toward securityholders:

All customer communication or grievances in relation to following matters shall be addressed within 30 days from the date of receipt of such grievance or communication.

- a) Statement of Account
- b) Delays in disbursements or tranches thereof
- c) Interest calculations including interest chargeable, default interest, etc.
- d) Change of customer details
- e) TDS reconciliations
- f) Collateral recovery related matters
- g) Other concerns

In case any additional information or supporting document is required to address such grievance or communication, the return communication stating details of desired information or document will be released within respective Stipulated Turnaround Time. After receipt of requested information or document, AAFSPL will address such grievance or communication within respective Stipulated Turnaround Time.

#### **D. CLASSIFICATION OF CUSTOMER COMMUNICATION**

a. Multiple correspondence / communications or reminders received for the same matter within the stipulated turnaround time in this Policy for handling of the query/ communication will be treated as one complaint.

b. If a query is resolved after the stipulated turnaround time and there is no reminder from the security holder during such time period, such query will not be treated as complaint.

c. In case of any ambiguity, the Compliance Officer shall be the sole authority to decide on the nature and classification of the communication and the decision of the Compliance Officer shall be final and binding.

#### **E. GRIEVANCE REDRESSAL MECHANISM**

Customers can lodge a complaint by giving details of their name, customer no. if provided, nature and full particulars of their complaint to the email address provided.

Any information, other than those specified above or any supporting documentation required for redressal of the complaint shall be informed to the customers by the Compliance Officer. Customers are requested to furnish all the

requisite information along with duly executed documents at the earliest to avoid any delay in redressal of their complaints. Complaints will be processed within 30 days from AAFSPL's having received all relevant data and documentation regarding the customer and/or the investment.

In case of non-satisfactory response from AAFSPL, customers are requested to approach AAFSPL's for a relook with additional rationale, for redressal of their concerns before raising their concerns with the regulatory authorities.

Only complaints sent on the addresses / email ids mentioned in this Policy will be treated as valid complaints.

#### **F. CONTACT DETAILS**

**The escalation matrix for complaints is as follows:**

<b>Level 1</b>	Ms. Rupali Maini Alpha Alternatives Financial Services Private Limited (AAFSPL) (Formerly known as Provincial Finance and Leasing Co Private Limited) 34 <sup>th</sup> Floor, Sunshine Tower, Senapati Bapat Marg, Dadar West, Mumbai – 400 013 India Ph: +91 22 6145 8900 Email ID: <a href="mailto:cs@alt-alpha.com">cs@alt-alpha.com</a>
<b>Level 2</b>	Officer-in-Charge, Reserve Bank of India, Department of Supervision, 4th Floor, Byculla Office Building, Opp. Mumbai Central Station, Byculla, Mumbai - 400 008 Phone: 022 23028140 Fax No.: 022 23022024 Email ID: <a href="mailto:nbfcomumbai@rbi.org.in">nbfcomumbai@rbi.org.in</a>