



FAIR PRACTICES CODE

OF

DMI FINANCE PRIVATE LIMITED

1. **PREAMBLE:**

DMI Finance Private Limited (hereinafter referred to as '**the Company**' or '**DMI**') is a Non-Deposit taking Non-Banking Financial Company (ND-NBFC) duly registered with the Reserve Bank of India ('RBI'). The Company is categorized as Middle Layer NBFC (NBFC-ML) as per Reserve Bank of India (Non-Banking Financial Companies – Registration, Exemptions and Framework for Scale Based Regulation) Directions, 2025 , as amended from time to time. The Company is primarily engaged in the lending business.

In accordance with Chapter III of Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025 ("**RBC Directions**") , Non-Banking Financial Companies ("**NBFCs**") having customer interface are required to adopt the guidelines on Fair Practices Code ("**FPC**") prescribed in the RBI Master Directions. DMI, being a NBFC having customer interface, has formulated and adopted this FPC for the lending business in accordance with said directions

2. **PURPOSE AND ITS APPLICABILITY:**

DMI has adopted the FPC for implementation with an endeavor to achieve fair and transparent practices while dealing with its customers/ borrowers. This FPC intends to promote good and fair practices by setting the minimum standards which must be followed while dealing with the customers. Further, the FPC also seeks to increase transparency so that the customers can have better understanding of the products/ services being offered by the Company.

This FPC shall apply across all aspects of the Company's lending business operations including digital lending, marketing, loan origination, processing, servicing, collection activities etc. DMI's commitment to the FPC would be demonstrated in terms of employee accountability, monitoring and auditing programs, training and technology.

The Company's Board of Directors and the management are responsible for establishing practices designed to ensure that its operations reflect a strong commitment to the FPC and that all employees are aware of the FPC.

3. **DEFINITIONS:**

- a) "**Annual Percentage Rate**" is the annual cost of credit to the borrower which includes interest rate and all other charges associated with the credit facility
- b) "**Authorized Representative**" means a person other than an Advocate duly appointed and authorized in writing to represent a complainant in the proceedings before the RBI Ombudsman.
- c) "**Board**" means Board of Directors of the Company as constituted under the Companies Act, 2013.
- d) "**Complaint**" means any representation made in writing or through other modes alleging deficiency in service on the part of the Company, with or without seeking relief thereon;
- e) "**Customer**" means a person who uses, or is an applicant for, a service provided by the NBFC;
- f) "**Deficiency in service**" means a shortcoming or an inadequacy in any service, which the NBFC is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer
- g) "**Director**" means individual Director or any of the Directors on the Board of the Company.
- h) "**FPC**" means Fair Practices Code.
- i) "**Internal Ombudsman**" means the internal ombudsman appointed by DMI as an independent authority to review complaints that were partially or wholly rejected by the respective customer service team of DMI.
- j) "**Key Fact Statement**" or "**KFS**" means a statement of key facts of a loan agreement, in simple and easier to understand language, provided to the borrower in a standardized format.
- k) "**Ombudsman/ Deputy Ombudsman**" means any person appointed by the Reserve Bank as such under the Scheme.
- l) "**Scheme**" means the Reserve Bank- Integrated Ombudsman Scheme, 2021 issued by Reserve

Bank of India dated November 12, 2021, as amended from time to time.or Reserve Bank– Integrated Ombudsman Scheme (RB-IOS), 2026 issued by Reserve Bank of India dated January 16, 2026 as may be applicable

4. NORMS APPLICABLE TO ALL LOAN PRODUCTS OF DMI:

(i) Applications for Loans and their Processing:

- All loan products of the Company shall be as per the Loan Policy and Product notes adopted by the Company.
- All communications to the borrower by DMI shall be in the vernacular language or a language as understood by the borrower. Company shall obtain declaration/undertaking from the customer to that effect.
- As part of the process and to ensure transparency, DMI, at the application stage, shall provide all necessary information including but not restricted to processing fees/ charges, if any, non-refundable fees in case of rejection of loan proposal, pre-payment options etc., which effects the interest of the customer so that a meaningful comparison with the terms and conditions offered by other NBFCs can be made and informed decision can be taken by the borrower.
- The Company shall provide acknowledgment for receipt of loan applications along with the time frame within which loan applications would be disposed-off. Further, the loan application shall be disposed of within the period of up to 60 days.
- The Company, at loan application stage, shall indicate all the documents required to be submitted along with the application form. The Company will collect all necessary documents to comply with Know Your Customer Norms (KYC norms) of Reserve Bank of India (RBI). Additional information will be requested if needed.
- On exercise of choice, the customer would be given the relevant information about the loan product of his/her choice.
- The customer would be informed about the status of his/ her application, as and when required. The customer shall also be informed about the timelines within which the entire loan process will be completed in the ordinary course of business.

(ii) Loan Appraisal Terms and Conditions:

- The Company will conduct a credit assessment of borrower applications according to internal policies and procedures.
- DMI shall scrutinize the information submitted by the customer and, if any additional data is required, it shall seek the same promptly to facilitate expeditious disposal of the loan application.
- DMI shall convey key terms and conditions of the proposed loan in writing in vernacular language or a language as is understood by the customer), by means of Sanction letter or Term sheet or any other form of written communication along with the KFS and the same shall include:
 - the amount of loan sanctioned along with the terms and conditions including annualized rate of interest;
 - details of the default interest / penal charges (expressed in percentage per month/ annum as the case may be) and all other charges payable by the customers in relation to their loan account and method of application thereof;
 - Penal charges for late repayment of loan would be expressly mentioned in bold in the loan agreement;
 - The customer shall be required to provide acceptance of terms and conditions of the

sanction if he/ she intends to avail the loan either in writing or by some affirmative action, including by opting to proceed further with the process of loan sanction and disbursement.

- DMI shall furnish a copy of the loan agreement in English or vernacular language, as understood by the borrower along with copy of all relevant enclosures quoted in the loan agreement to all the borrowers at the time of sanction/disbursement of the loan and shall be duly approved by the customer.
- Key Fact Statement
 - The Company shall provide a KFS to all prospective borrowers to help them take an informed view before executing the loan contract, as per the standardised format provided under the RBI regulations. The KFS shall be provided to the borrowers in the language understood by the borrower.
 - Contents of KFS shall be explained to the borrower and an acknowledgment shall be obtained that he/she has understood the same.
 - The KFS shall be provided with a unique proposal number and shall have a validity period of at least three working days for loans having tenor of seven days or more, and a validity period of one working day for loans having tenor of less than seven days. The borrower shall be bound by the terms of the loan indicated in the KFS, if agreed to by the borrower during the validity period.
 - The KFS shall include a computation sheet of APR and the amortization schedule of the loan over the loan tenor. APR will include all charges levied by the Company.
 - Any fees, charges, etc. which are not mentioned in the KFS, cannot be charged by the NBFCs to the borrower at any stage during the term of the loan, without explicit consent of the borrower
 - Charges recovered from the borrowers by the Company on behalf of third-party service providers on an actual basis, such as insurance charges, legal charges etc., shall also form part of the APR and shall be disclosed separately. In all cases wherever the Company is involved in recovering such charges, the receipts and related documents shall be provided to the borrower for each payment, within a reasonable time.
 - The KFS shall also be exhibited as part of the loan agreement.
- Penal Charges
 - 'Penal charges' for non-compliance of material terms and conditions of loan contract as defined in per the credit policy of the NBFC including Default in repayment by the borrower shall not be levied in the form of 'penal interest' that is added to the rate of interest charged on the advances. There shall be no capitalisation of penal charges i.e., no further interest computed on such charges. However, this will not affect the normal procedures for compounding of interest in the loan account.
 - The quantum and reasons for overdue/ penal charges shall be clearly disclosed by DMI to the customers in the loan agreement and most important terms & conditions/Key Fact Statement. DMI has also displayed the penal/overdue charges on its website in its Policy on interest rates and charges.
 - Quantum of penal charges shall be reasonable and commensurate with the non-compliance of material terms and conditions of loan contract without being discriminatory within a particular loan/product category.
 - The penal charges in case of loans sanctioned to 'individual borrowers, for purposes other than business', shall not be higher than the penal charges applicable to non-individual borrowers for similar non-compliance of terms and conditions.
 - Whenever reminders for non-compliance of terms and conditions of loan are sent to borrowers, the penal charges shall be communicated. Further, any instance of levy of penal charges and the reason therefore shall be communicated to the borrower.

(iii) Disbursement of Loan and Changes in Terms & Conditions:

- DMI shall give notice in English or in the vernacular language as is understood by the customer regarding any change in the terms and conditions including disbursement schedule, interest rates, service charges, prepayment charges etc. These charges shall also be available on the website of the Company for the easy reference of the borrowers.
- Changes in the interest rates and charges shall be only made effective prospectively. A suitable condition in this regard shall be incorporated in the loan agreement.
- Decision to recall / accelerate payment or performance under the agreement shall be in consonance with the loan agreement. Before taking a decision to recall/ accelerate payment or performance under the agreement or seeking additional securities, DMI shall give notice to customers in consonance with the loan agreement.
- DMI shall release all securities on repayment of all dues or on realization of the outstanding amount of loan subject to any legitimate right or lien for any other claim DMI may have against borrower. If such right of set off is to be exercised, the borrower shall be given notice about the same with full about the remaining claims and the conditions under which DMI is entitled to retain the securities till the relevant claim is settled/ paid.

(iv) Collection of Dues

- Company has in place Board Approved Code of Conduct for collection which shall be adhered at all the time during recovery of loans.
- Our Collections Code of Conduct is built on courtesy, fair treatment, and persuasion. We believe in fostering customer confidence and long-term relationship.
- The Company has in place board approved Stress Assets Management Policy which gives Company option for resolution of stressed assets due to difficulties in repayment.

(v) General:

- DMI will not interfere in the affairs of the borrower except for the purposes provided in the terms and conditions of the loan agreement (unless information, not earlier disclosed by the borrower, has been noticed).
- In case of receipt of request from the borrower for transfer of loan account, the consent or otherwise i.e., objection from DMI, if any, should be conveyed within 21 days from the date of receipt of request. Such transfer shall be as per transparent contractual terms in consonance with law.
- In the matter of recovery of loans, an NBFC shall not resort to undue harassment viz., persistently bothering the borrowers at odd hours, use muscle power for recovery of loans etc. As complaints from customers also include rude behaviour from the staff of the companies, an NBFC shall ensure that the staff is adequately trained to deal with the customers in an appropriate manner.

(vi) Reset of Floating Interest Rate on Equated Monthly Instalments (EMI) based Personal Loans

- Currently, DMI does not sanction loan at floating rate personal loans but if DMI plans to do the same in future, DMI shall inter alia, adopt the following guidelines.
 - At the time of sanction of EMI based floating rate personal loans, DMI may take into account the repayment capacity of borrowers to ensure that adequate headroom/margin is available for elongation of tenor and/or increase in EMI, in the scenario of possible increase in the external benchmark rate during the tenor of the loan.
 - At the time of sanction, DMI shall clearly communicate to the borrowers about the

possible impact of change in benchmark interest rate on the loan leading to changes in EMI and/or tenor or both. Subsequently, any increase in the EMI/ tenor or both on account of the above shall be communicated to the borrower immediately through appropriate channels.

- At the time of reset of interest rates, DMI will provide the option to the borrowers to switch over to a fixed rate as per the Board approved policy. The policy, inter alia, will also specify the number of times a borrower will be allowed to switch during the tenor of the loan.
- The borrower shall also be given the choice to opt for:
 - a) enhancement in EMI or elongation of tenor or for a combination of both options; and,
 - b) to prepay, either in part or in full, at any point during the tenor of the loan.
- Levy of foreclosure charges/ prepayment penalty shall be subject to extant instructions.
- All applicable charges for switching of loans from floating to fixed rate and any other service charges/ administrative costs incidental to the exercise of the above options shall be transparently disclosed in the sanction letter and also at the time of revision of such charges/ costs by DMI from time to time. The applicable charges shall be as approved by the Board and shall be displayed on the NBFC's website.
- DMI shall ensure that the elongation of the tenor in case of floating rate loan does not result in negative amortization.
- DMI will share/ make accessible to the borrowers, through appropriate channels, a statement at the end of each quarter which shall at the minimum, enumerate the principal and interest recovered till date, EMI amount, number of EMIs left and annualized rate of interest/Annual Percentage Rate (APR) for the entire tenor of the loan. DMI shall ensure that the statements are simple and easily understood by the borrower.

(vii) Pre-payment charges on loans

- Pre-payment or part payment charges shall be read along with the Interest Rate Policy approved by the Board. DMI shall not charge foreclosure charges/ pre-payment penalties on any floating rate term loans sanctioned to individual borrowers for the purpose other than business.
- For floating rate term loans sanctioned or renewed on or after January 01, 2026 for business purpose to individual borrowers and Micro and Small Enterprises (MSEs), the Company shall not levy any pre-payment charges on loans with sanctioned amount/ limit up to ₹50 lakh.
- The above provisions shall apply irrespective of the source of funds used for pre-payment (partial or full) and without any minimum lock-in period.
- In case of loans with dual or special rates (i.e., combination of fixed and floating rates), applicability of pre-payment charges shall be determined based on whether the loan is on a floating rate at the time of pre-payment.
- In other cases, pre-payment charges, if any, shall be as per the Board approved Policy on Interest Rate. However, in case of term loans, pre-payment charges, shall be based on the amount being prepaid.
- In case of cash credit/ overdraft facilities, pre-payment charges on closure of the facility before the due date shall be levied on an amount not exceeding the sanctioned limit and no pre-payment charges shall be applicable if the borrower intimates the NBFC of his/ her/ its intention not to renew the facility before the period as stipulated in the loan agreement, provided that the facility gets closed on the due date.
- The Company shall not levy any charges where pre-payment is effected at the instance of the NBFC.

- The applicability of pre-payment charges shall be clearly disclosed in the sanction letter and loan agreement and KFS. No pre-payment charges which have not been disclosed as specified herein shall be charged by the NBFC.
- The Company shall not levy any charges / fees retrospectively at the time of pre-payment of loans, which were waived off earlier by the NBFC.

(viii) Release of Movable / Immovable Property Documents

- In case of secured lending, DMI shall release all the original movable / immovable property documents and remove charges registered with any registry within a period of 30 days after full repayment/settlement of the loan account.
 - The borrower will be given the option of collecting the original movable/ immovable property documents either from the outlet/branch where the loan account was serviced or any other office of the DMI where the documents are available, as per her/his preference.
 - The timeline and place of return of original movable/immovable property documents shall be mentioned in the loan sanction letters issued on or after the effective date.
 - In contingent event of demise of the sole borrower or joint borrowers, the Company shall have a well laid out procedure for return of original movable / immovable property documents to the legal heirs. Such procedure is displayed on the website of the Company along with other similar policies and
 - In case of delay in releasing of original moveable/immoveable property documents or failing to file charge satisfaction form with the relevant registry within 30 days after full repayment/settlement of the loan account, DMI shall communicate to the borrower reasons for such delay. In case where the delay is attributable to DMI, it shall compensate the borrower at the rate of INR 5,000 for each day of delay.
 - In case of loss/damage to original moveable/immoveable property documents, either in part or full, DMI shall assist the borrower in obtaining duplicate/certified copies of the movable/immovable property documents and shall bear the associated costs, in addition to paying compensation. However, in such cases, an additional time of 30 days will be available to DMI to complete this procedure and the delayed period penalty will be calculated thereafter (i.e., after a total period of 60 days).
- (ix) Loan facilities to the physically / visually challenged:** The Company does not discriminate in extending products and facilities including loan facilities to physically / visually challenged applicants on grounds of disability and render all possible assistance to such persons for availing of the various business facilities. Further, the Company ensures redressal of grievances of persons with disabilities.
- (x) Responsibility of Board of Directors:** DMI, with the approval of its Board of Directors, has laid down Grievance Redressal Mechanism (“GRM”) within the organization as per details mentioned in the next paragraph. Such a mechanism ensures that all disputes arising out of the decisions of the Company’s functionaries are heard and disposed-off at least at the next higher level. The Board of Directors shall annually review the compliance of the FPC and the functioning of the GRM. A consolidated report in this regard shall be submitted to the Board every year.
- (xi) Grievance Redressal Mechanism (“GRM”):** The Company, with the approval of its Board of Directors, shall adopt the Policy on Grievance Redressal Mechanism (“GRM”) which is enclosed herewith as ‘**Annexure-A**’. The aforesaid GRM of the Company shall also deal with the issues relating to services provided by any outsourced agency engaged by the Company.
- (xii) Language and Mode of Communicating the FPC:** DMI, in accordance with the Guidelines on FPC and RBI Master Directions, shall put in place the FPC in English language and in major vernacular languages.

(xiii) Code with respect to Rate of Interest:

- Pursuant to RBI Master Directions, the Board approved Interest Rate Policy of DMI is already in place, mentioning internal principles and procedures in determining interest rates, processing charges and other charges. The Interest Rate Model adopted by the Company takes into account relevant factors such as cost of funds, margin and risk premium and determine the rate of interest to be charged for the loans and advances extended by it.
- DMI, in the application form and the sanction letter, will disclose to its borrowers rate of interest to be calculated basis the approach for gradations of risk and rationale for charging different rate of interest to different categories of borrowers adopted in accordance with applicable RBI directions and Interest Rate Policy of DMI.
- The rates of interest and approach for gradation of risk shall also be made available on the website of DMI and updated whenever there is a change in the rates of interest..
- The rate of interest being charged by DMI shall be annualized rate to make the customer aware of the exact rates that would be charged to the account.
- Charging of interest shall be from the date of actual disbursement of the funds to the customer and not from the date of sanction of loan or date of execution of loan agreement.

5. ADDITIONAL NORMS FOR DIGITAL LENDING OR THE LOANS SOURCED OVER A DIGITAL LENDING PLATFORM:

(i) Norms for Loans Sourced by DMI over Digital Lending Platform/ Apps (“DLAs”)

Wherever digital lending platforms are engaged as agents to source borrowers and/ or to recover dues, the Company shall:

- a. Display the names of these platforms on its website
- b. Ensure platforms disclose the Company's name when interacting with customers
- c. Issue a sanction communication to borrowers immediately after approval but before signing the loan agreement
- d. Provide borrowers with copies of the loan agreement and all referenced documents at the time of loan sanction/disbursement
- e. Maintain effective oversight and monitoring of engaged digital lending platforms
- f. Promote awareness of the grievance redressal mechanism
- g. Ensure that Lending Service Providers (LSPs) engaged will present loan offers transparently and fairly, ensuring unbiased comparison and equal treatment for borrowers.

6. ADDITIONAL NORMS FOR VEHICLE FINANCING:

DMI shall ensure compliance with the following aspects prescribed in the RBI Master Directions in respect of financing of vehicles, directly or through its intermediaries:

- (i) DMI will have an in-built re-possession clause in the loan agreement with the borrower which is legally enforceable.
- (ii) DMI will ensure transparency in the terms and conditions of the loan agreement regarding:
 - (a) Notice period before taking possession;
 - (b) Circumstances under which notice period will be waived;
 - (c) Procedure for taking possession of security/ vehicle;
 - (d) A provision regarding final chance to be given to the borrower for repayment of loan before the sale/auction of the property/ vehicle;

- (e) The procedure for giving repossession of the vehicle/ vehicle; and
- (f) Procedure for sale/auction of the property/ vehicle.

Copy of terms and conditions shall be made available to the borrower. Company shall furnish a copy of the loan agreement along with a copy each of all enclosures quoted in the loan agreement to all the borrowers at the time of sanction/ disbursement of loans, which forms a key component of such contracts/ loan agreements.

7. NBFC- MICRO FINANCE INSTITUTIONS (NBFC-MFI) AND MICROFINANCE LOANS:

DMI does not envisage carrying out NBFC-MFI activities therefore such guidelines are not applicable on the Company. The Company offers loans to individuals whose Gross Household Income is greater than ₹25,000/- per month. Therefore, the provisions relating to micro finance loans as specified in the Master Direction- Reserve Bank of India (Regulatory Framework for Microfinance Loans) Directions, 2022 dated March 14, 2022 ("**Master Directions on Microfinance Loans**"), is not applicable on the Company.

8. CODE OF CONDUCT ISSUED BY DIGITAL LENDERS' ASSOCIATION OF INDIA (DLAI):

The Company shall comply with the provisions of the Code of Conduct issued by Digital Lender's Association of India (DLAI) on September 23, 2023 of which the Company is a Member.

9. LOAN FACILITIES TO PHYSICALLY/VISUALLY CHALLENGED:

DMI shall not discriminate in extending products and facilities including loan facilities to physically/visually challenged applicants on grounds of disability. All branches/representatives of the DMI shall render all possible assistance to such persons for availing of the various business facilities.

10. REVIEW OF THE FPC:

The FPC shall be amended or modified with approval of the Board. The FPC shall be reviewed by the Board in accordance with the framework on policy risk categorization as approved by the BOD on November 13, 2025. Consequent upon any amendments in RBI Master Directions or any change in the position of the Company, necessary changes in this FPC shall be incorporated and approved by the Board.

Notwithstanding anything contained in this FPC, in case of any contradiction of the provision of this FPC with any existing legislations, rules, regulations, laws or modification thereof or enactment of a new applicable law, the provisions under such law, legislation, rules, regulation or enactment shall prevail over this FPC.

GRIEVANCE REDRESSAL MECHANISM

1. Introduction

DMI Finance Private Limited (hereinafter referred as the “Company” or “DMI”) is registered as a Non-Deposit Accepting Non-Banking Financial Company (‘NBFC’) and categorized as a NBFC – Middle Layer as per the Reserve Bank of India (Non-Banking Financial Companies – Registration, Exemptions and Framework for Scale Based Regulation) Directions, 2025 (as amended from time to time) (“RBC Direction”) with the Reserve Bank of India (RBI).

In accordance with Chapter II of the RBC Direction , DMI has formulated this Mechanism, hereinafter referred to as “Grievance Redressal Mechanism”.

Our Grievance Redressal Mechanism is designed to ensure that all customer complaints and concerns are addressed promptly and effectively. We encourage our customers to raise grievances only through designated channels, and we commit to resolve issues within a specified timeframe. Our dedicated grievance redressal team will investigate each complaint thoroughly and provide feedback to the complainant. We aim to foster transparency and trust, ensuring that our clients feel heard and valued in their interactions with us.

2. Applicability

This Mechanism applies to all customers, stakeholders, and employees of the Non-Banking Financial Company (NBFC). It encompasses all services and products offered by the company, including but not limited to loans, investments, and customer support. This mechanism is intended for use in all customer interactions, including face-to-face communications, telephonic conversations, and electronic correspondences. Additionally, it applies to any third-party service providers engaged by the NBFC in delivering services to customers. All parties involved are encouraged to familiarize themselves with the Mechanism to ensure effective communication and resolution of grievances.

3. Objective of the Mechanism

- (i) All customers are always treated fairly and without bias.
- (ii) All issues raised by customers are dealt with courtesy and resolved on time.
- (iii) Customers are made completely aware of their rights so that they can opt for alternative remedies, if they are not fully satisfied with our response or resolution to their complaint

This Mechanism is applicable to all customers of DMI and all the matters brought to the notice of DMI through its recognised correspondence and interaction channels. This excludes the cases which are sub-judice.

4. Key Parameters

Following are some of the key parameters of the Grievance Redressal Mechanism (“GRM”) adopted by the Company:

- (i) Resolution of customer complaints/ disputes/ queries within a prescribed time frame.
- (ii) Ensuring that all complaints/ disputes/ queries of customers are heard and disposed of at least at the next higher level.
- (iii) The Company shall take-up the complaint/ grievance promptly and resolve the matters expeditiously within a period of 30 days. If the complaint/ grievance is not resolved within a period 30 days, the borrower can submit the complaint through the Complaint Management System (“CMS”) portal under the Reserve Bank-Integrated Ombudsman Scheme.

5. Overview of Customer Service

Customer interactions are categorized as under:

- i. Queries (Q) - Customer requirements which can be attended to and closed immediately, without requirement of further processing.
- ii. Requests (R) - Customer requirements which need further processing and are not in the nature of complaint.
- iii. Complaints (C) – Complaints should be raised in the following scenarios :
 - a. Non-closure of request within promised timeframe (TAT);
 - b. Deficiency in promised action or services provided to the customers ;
 - c. Breach of agreed terms and conditions of the loan contract;
 - d. Non-disclosure of material terms as required under the Fair Practices Code;
 - e. Action and behavior of the company employee and partner resulting in wrongful financial loss where customers have cited facts of incident.
 - f. In case of any other scenarios as per the discretion of the Company.

6. Channels, Escalation Matrix and Timelines for Grievance Redressal within DMI

DMI operates into various business segments namely Consumption Loans, Personal Loans, and MSME Loans including Term loans and Loan against Shares offered to High Net-Worth Individual (HNI). Since the customer segment and queries/enquiries would vary therefore the Company has decided to have separate escalation matrix and timelines for each business segment.

(1) Channels for registering Customer Grievances: The customers can register their complaints/ queries/ enquiries through the following channels:

- (a) **Voice Support-** The customer can call us at Customer care at **08064-807- 777** between **9:00 am to 8:00 pm** from Monday to Saturday.
- (b) **Email Support-** Please write to us at customercare@dmifinance.in (***Please ensure to mention your loan account number and contact number in the email***). The customer will receive an automated acknowledgement immediately and will receive a response from the team **within 3 business days** but there would be instances wherein the team may even take longer to respond/reply.

(2) Escalations within the Company:

- (a) **Level 1:** A customer can escalate the matter to grievance@dmifinance.in in case he/she is not satisfied with the response received on the query /request or doesn't receive any response from the Customer Care team. Depending on the query/dispute/grievance, a written reply/resolution will be sent to the customer within **5 business days** at his/her registered email id with the Company.
- (b) **Level 2:** A customer not satisfied with the response received or doesn't receive any response from Level 1, can further escalate the matter/ query/ complaint to the below:

Name of Grievance Redressal Officer	Mr. Ashish Sarin Senior Vice President - Customer Success Express Building, 3 rd Floor, 9-10, Bahadur Shah Zafar Marg, New Delhi- 110002
Contact No.	011-41204444
Email Address	head.services@dmifinance.in

- (3) If the customer is not satisfied with the resolution received or if the customer does not hear from DMI within the prescribed timelines, then he/she may lodge their complaint on RBI CMS portal – 1. <https://cms.rbi.org.in>

Send your complaint form (format) to the below mentioned address:

Centralized Receipt and Processing Centre,
Reserve Bank of India, 4th Floor,
Sector 17, Chandigarh – 160017
Toll free No. – 14448

Call CRPC toll-free helpline 14448 to know how to file a complaint and the status of a filed complaint

7. Display of the Policy

For the benefit of the customers, the Company has displayed the Policy prominently, in all the office premises of the Company. The customers can also access the Policy on the website of the Company through the link <https://www.dmifinance.in/grievance-redressal.html>.

8. Process for Filing a Complaint with the Principal Nodal Officer

For any queries or concerns customers can reach us through multiple service channels by clicking on <https://www.dmifinance.in/customer-zone/customer-assistance/> in case customers are not satisfied with the resolution provided by our customer care executive, the details of the Principal Nodal Officer are given below:

a) **Principal Nodal Officer of the Company:**

The Principal Nodal Officer of the Company may be contacted at:

Name of Principal Nodal Officer	Ashish Sarin Chief Customer Experience Officer Express Building, 3 rd Floor, 9-10, Bahadur Shah Zafar Marg, New Delhi- 110002
Contact Number	011-41204444
Email Address	grievance@dmifinance.in head.services@dmifinance.in

b) **Process for Filing a Complaint with the Principal Nodal Officer:**

Step 1. Written Complaint to Regulated Entity at the end of 30 days.

Step 2. If the complaint is rejected wholly or partly by Regulated Entity and customer remain

dissatisfied with response OR No reply is received from Regulated Entity if customer has not approached any other forum.

Step 3. File Complaint with Ombudsman:

- Online on CMS Portal (<https://cms.rbi.org.in>) OR
- Email at CRPC@rbi.org.in; OR
- Physically to Centralized Receipt & Processing Centre (CRPC), Reserve Bank of India, 4th Floor, Sector 17, Chandigarh-160 017. Contact Centre with toll free no – 14448 (Timing - 9:30 am to 5:15 pm).

9. Process Improvements

Based on the findings and validation of complaints handled by the Internal Ombudsman, a thorough root cause analysis is conducted on the top categories of complaints to identify any significant gaps and lapses in existing processes. The insights and feedback gathered from this analysis are systematically shared with all relevant teams. This collaborative approach ensures that corrective actions are implemented effectively to enhance our service quality and minimize the recurrence of similar issues in the future.

10. Review of the GRM

The Board of Directors shall review this Policy in accordance with the framework on policy risk categorization as approved by the BOD on November 13, 2025. In case, there are any regulatory changes requiring modifications to the Policy, the Policy shall be reviewed and amended accordingly.

Any other conditions/ procedure which may not be covered under this Policy shall be read as per the SBR Framework and related guidelines / circulars issued by the RBI.