

Bajaj Finance Limited

CITIZEN'S CHARTER

A Charter for Customer Services

January 2022

Ver. 3.0

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1. Vision

To promote fair financial practices by maintaining transparency in various financial products and services offered by the Company to deliver an enriching experience.

2. Mission

- Achieve excellence in customer service.
- Foster transparency and ethics in dealings with customers.
- Offer innovative financial products and services to various segments of the society.
- Contribute towards growth in economy through multifarious activities/services.

3. Application of Charter

Disclaimer:

The Company has framed this Citizen's Charter and it does not by itself create new legal rights, it aims in enforcing existing rights of the customers.

This Charter applies to all products and services of the Company whether provided by branches, subsidiaries and agents acting on behalf of the Company, across various delivery channels.

4. Commitments of the Company

- a) To act fairly and reasonably in dealings with the customers.
- b) Ensuring that the products and services are in compliance with relevant laws and regulations in letter and spirit.
- c) Ensuring dealings with the customers are based on ethical principles of integrity and transparency.
- d) To maintain privacy and confidentiality of personal information of the customer.
- e) To deal promptly and sympathetically with customer grievances.
- f) To display on Company's website:
 - i. Fair Practices Code;
 - ii. RBI's Integrated Ombudsman Scheme dated 12th November 2021, It's Salient Features, Details of Principal Nodal Officer;
 - iii. Grievance Redressal Mechanism and Name of Grievance Redressal Officer;
 - iv. Interest Rate Policy;
 - v. Citizen's Charter of the Company.
- g) To publicize the Citizen's Charter-
 - i. Provide a copy of the Citizen's Charter on request of customer.
 - ii. Ensure training to the staff to put the Charter into practice.
- h) SMS/E-mail alerts
 - i. Send alerts for certain financial and non-financial transactions on the customers registered mobile number and registered email id.

i) Interest on Fixed Deposits

- i. Pay interest on Company's fixed deposits as per its deposit schemes and publicize changes in the interest rates whenever revised
- ii. Revised interest rates will be applicable to the fresh deposits and renewed deposits, the existing deposit will continue at the contracted interest rate. However, the customer may be offered an additional interest rate on a case to case basis (within the scope of regulatory guidelines) at the discretion of BFL management.
- iii. Interest rates quoted are per annum and the number of days in a year are taken as 365 / 366 (actual / actual basis).
- iv. Interest on deposits is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.
- v. The company will issue TDS certificates for the tax deducted at source.
- vi. Premature withdrawal of fixed deposits will be allowed as per the regulatory guidelines.

j) Nomination Facility for Fixed Deposits

- i. In compliance of RBI Master Direction - Non-Banking Financial Companies Acceptance of Public Deposits (Reserve Bank) Directions, 2016, the company offers nomination facility on all fixed deposit accounts. Individuals and proprietors can avail nomination facility for their accounts.
- ii. In the event of death of the depositor, the nominee would receive the balance in the account/s, as a trustee of the legal heirs, in case of prematurity of the deposit or at the time of maturity of the deposit. This would be done upon receipt of requirement documentations as prescribed.
- iii. Nomination can be made/cancelled/changed at any time during the tenor of the account.

k) Loans and Advances

- i. All terms and conditions of loans, pricing and others will be in compliance with the applicable regulatory and statutory guidelines.
- ii. Customers will be communicated about any changes in interest rate or charges, and such changes will be effective on prospective basis. Such changes shall be notified to the borrower by updating the same on the company website- <https://www.bajajfinserv.in/all-fees-and-charges> .
- iii. The Company will make the loan statements available on self-help digital channels and will also share at the request of customer.

l) Standards of Services

- i. Customers will have access to multiple channels to avail services and obtain information.
- ii. Customers can obtain information about services and/or place a request or lodge grievance at any of the channels (branch, email, etc.).

m) Customer Reparation

- i. The company should reasonably offer reparation as per the approved “Reparation Policy”, where there has been a financial loss due to deficiency in the services offered by the company.

n) Customer Obligations

- i. To check statement of account regularly and highlight discrepancy, if any, within 15 days of transaction.
- ii. Not to sign any blank document or blank cheque.
- iii. Ensure confidentiality of password/OTP at all times and not respond to any phone calls or emails asking for password/OTP.
- iv. Beware of ‘phishing’ websites with enticing content or e-mails soliciting personal/confidential information.
- v. To exercise caution against fraudsters who may use fake email IDs, fake profiles on Social media (WhatsApp, Facebook etc.,) domains, websites, telephones and advertisements in newspapers/magazines, etc. by impersonating themselves to be from Bajaj Finance Limited and/or its Group Companies and claim to be offering loans at lower rates of interest, collect customer account details, ask for advance money to process loans, etc. (<https://www.bajajfinserv.in/cautionary-notice-new.pdf>)
- vi. Ensure maintenance of sufficient balance in bank account for honoring loan EMI on due date.
- vii. Promptly inform the Company about any change of address, telephone number, etc., with a valid proof of document.
- viii. Provide honest feedback on services of the Company and bring deficiency in services, if any, to the notice of the Branch/ contact center.
- ix. Follow Know Your Customer (KYC) guidelines at the time of opening the account and updation from time to time as per RBI/ Government guidelines.
- x. Avail nomination facility for their fixed deposit accounts.
- xi. Pay applicable charges for various services prescribed by the company including charges such as EMI bouncing charges, cheque bouncing charges, etc. The details of charges are available on the company’s web site
- xii. Pay the loan dues / Surrender the hypothecated asset to designated staff of the company with acknowledgement
- xiii. Update FATCA information to BFL at all times
- xiv. Ensure that the source payment instrument is active for receiving any type of refund(s).
- xv. User should properly check the account number and IFSC details while adding the beneficiary for transferring the funds from the digital wallet to bank account
- xvi. Small PPI (or Minimum details PPI) users should enter genuine document details while getting onboarded on digital wallet platform
- xvii. Bajaj Finserv Wallet to be adequately funded in order to avoid transaction declines
- xviii. Go through FAQs, T&Cs and feature document shared at the time of onboarding so as to make an informed decision and get answers to your queries. For any

further concerns or queries, reach our service team through various digital channels like Bajaj Finserv App, Bajaj Finserv customer portal and dedicated service channels

o) Time Norms for Various Services/Transactions:

Sr. No.	Particulars	Time Taken*
1	Response to request raised through e-mail	2 Days
2	Updation of EMI in loan statement & digital channels	10 Days
3	Updation of part pre-payment and other payments in loan statement and digital channels	10 Days
4	Refund of excess EMI received post loan closure/cancellation	15 Days
5	Refund of charges/fees as confirmed to the customer	5 Days
6	Change of demographic post receipt of adequate documents	5 Days
7	Drawdown disbursement post successful receipt of request	24 Hours
8	Booking of Fixed Deposit post receipt of documents & receipt of amount by the Company	20 Days
9	Statement of Account and Interest Certificate	4 Days
10	Payment on Pre-Mature Withdrawal of Fixed Deposit	2 Days
11	Closure of loan and Issuance of No Dues Certificate post - receipt of outstanding amount by the Company	5 Days
12	No Objection Certificate (Form 35) to remove hypothecation post closure of Auto finance loans	21 Days
13	Correction of commercials / demographic details in loans and deposits	21 Days
14	Cancellation of loan and / or re-booking	21 Days
15	Issuance of EMI network card after successful receipt of payment	15 Days
16	EMI network card - Limit updation/reinstatement post receipt of EMI/payment	15 Days
17	Refund for failed Pre-paid recharge / Post-paid bill payment transaction(s)	7 days
18	Refund for failed Wallet load/ Wallet to wallet transfer/ Wallet to bank transfer transaction(s)	7 days

**all days/hours are actual business days/hours*

p) Grievance Redressal:

The Company is committed to resolve promptly customer grievance/ enquiry/ query.

i. The various service channels of the Company are given below:

➤ **For Consumer Finance Loans**

- Email - wecare@bajajfinserv.in
- IVR (Interactive Voice Response) and Call center number – 8698010101 (call charges apply)
- Online Customer Portal- Experia <https://customer-login.bajajfinserv.in>
- Mobile App- <https://www.bajajfinserv.in/bajaj-finserv-experia-app>
- Self-service Chatbot Blu- <https://www.bajajfinserv.in/blu-chat-support>
- Branch walk-in- www.bajajfinserv.in/branch-locator

➤ **For Auto Finance Loans**

- Email - bflcustomer@bflaf.com
- IVR (Interactive Voice Response) and below state wise helpline numbers:

State	Number	State	Number	State	Number
Maharashtra	92258-11110	Karnataka	93794-33222	Madhya Pradesh	74894-33222
Gujarat	85301-33222	Rajasthan	93516-33222	Uttar Pradesh	74995-33222
Tamil Nadu	93450-33222	Punjab	93576-33222	Jharkhand	93045-33222
Kerala	93870-33222	Delhi	74289-33222	West Bengal	93784-33222
Chhattisgarh	93026-33222	Orissa	93378-33222	Andhra Pradesh	93901-33222
Bihar	85308-33222				

- Online Customer Portal- www.bajajautofinance.com
- Mobile App - **MyBAFL** on Playstore and App store <http://bit.ly/2I9UgEI>
- Self-service Chatbot BRO on our Website and Mobile App
- Bi-directional SMS Service (SMS @ 92231-92235), Keywords (NOC/FC/DUE/SOA/LASTPAY)
- Missed call number – 97177-52222
- Avail service on WhatsApp on 9607200770
- Branch walk-in- <https://www.bajajautofinance.com/contactus>

ii. Grievance Redressal Mechanism

➤ **For Consumer Finance Loans**

In case, the Company is unable to resolve customer grievance/ enquiry/query through the above mentioned channels within ten working days to satisfaction of the customer, he can write to grievanceredressalteam@bajajfinserv.in.

In case complainant does not hear from the Grievance Redressal Team within 3 working days, he can write to Customer Experience Head at customerexperiencehead@bajajfinserv.in.

A customer can complaint from Monday to Friday (excluding public holidays) from 9:30am to 5:30pm on 020 7117 7266 (call charges as applicable). The Grievance Redressal Team shall investigate customer grievance and provide an impartial resolution.

➤ **For Auto Finance Loans**

Level 1 - Head Customer Care

If Customer is not satisfied with the resolution provided by customer service team of the company OR no response is received within 10 days, the customer could write to Head - Customer Service at bflheadcustomercare@bflaf.com

The company will respond within 7 working days from the date of receipt of such complaint.

Level 2 – The Nodal Officer

If customer is still not satisfied with the resolution provided by Head - Customer service, customer can write to Nodal Officer at bflnodalofficer@bflaf.com OR call on 020 6610 7074.

Reply to the complaint will be given within 7 working days.

➤ **For PPI**

LEVEL 1	<p>We are committed to resolving your queries / issues, you need to follow the below steps to raise your request.</p> <p>! .Bajaj Finserv App > Menu > Get in Touch > Raise a Request.</p> <p>!! . Bajaj Finserv App > Menu > Get in Touch > Raise a Request History > Reopen the request if not satisfied with the response, also there is option incase customer wants to escalate.</p>
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LEVEL 2	<p>LEVEL 2</p> <p>We are committed to resolving your queries / Issues within 7 working days, if you do not hear from us within this time, or you are not satisfied with our resolution of your query, the customer may go through the below steps:</p> <p>! . Bajaj Finserv App > Menu > Get in Touch > Raise a Request History > Reopen the request if not satisfied with the response, also there is option incase customer wants to escalate.</p> <p>We have our Grievance redressal officer.</p> <p>Mr Jayesh Dave who heads the customer Experience.</p> <p>grievanceredressalteam@bajajfinserv.in</p>
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LEVEL 3	<p>If the customer is not satisfied with the resolution provided at Level 2 within the customer may post his / her complaint / query to the nodal officer /principal nodal officer as per the region defined.</p> <p>Can get the Nodal officer / Principal Nodal Officer details from https://www.Bajajfinserv.in/finance corporate-ombudsman.</p>
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iii. Integrated Ombudsman Scheme, 12 November 2021

- In case customer grievance is not redressed or resolved to the customer's satisfaction within a period of one month, he can appeal to RBI on their CMS portal – <https://cms.rbi.org.in> or reach them on the following email id crpc@rbi.org.in.
- q) The Company will not entertain anonymous complaint/ grievance.
- r) This Citizen Charter, inter-alia, provides the customers with promised time frame for various services offered by the Company and in order to have a better perspective about the customer's rights and obligations.