

**Policy on Grievance Redressal &  
Customer Service for Credit  
Information (Bureau)-Related  
Matters  
Of  
CSL Finance Limited**

**(Amended and Approved by the board of directors on February 13, 2026)**

**Version 1.0**

## 1. Purpose and Objective

This Policy sets out the framework for receipt, handling, redressal, monitoring, and escalation of customer grievances relating to credit information reported to Credit Information Companies (CICs).

### 1.2 The objectives of this Policy are to:

- a) Ensure accuracy, completeness, and timeliness of credit information pertaining to CSL FINANCE LTD customers
- b) Provide a fair, transparent, and time-bound grievance redressal mechanism
- c) Strengthen customer service standards in respect of credit bureau-related matters
- d) Ensure compliance with applicable directions issued by the Reserve Bank of India (RBI)

## 2. Applicability

2.1 This Policy shall apply to:

- a) All **customers / borrowers who have availed loan facilities from CSL FINANCE LTD Finance Ltd.**
- b) All **credit facilities**, whether live or closed, reported by CSL FINANCE LTD to CICs
- c) All CICs CSL FINANCE LTD is reporting.

## 3. Regulatory Framework

This Policy is framed in accordance with:

- a) Credit Information Companies (Regulation) Act, 2005
- b) Credit Information Companies Rules and Regulations
- c) RBI Master Direction – Credit Information Reporting Directions, 2025
- d) RBI Integrated Ombudsman Scheme, 2021 (as applicable to CSL FINANCE LTD Finance Ltd.)

## 4. Nature of Credit Bureau-Related Grievances

Grievances covered under this Policy may include, but are not limited to:

- a) Incorrect personal, demographic, or identification details
- b) Incorrect reporting of loan status, DPD, default, or asset classification
- c) Non-updation of repayments, closures, settlements, or write-offs
- d) Duplicate accounts or incorrect mapping of loans to customers
- e) Delay in correction or updation of Credit Information Reports (CIRs)

## 5. Grievance Redressal Mechanism

### 5.1 Channels for Lodging Grievances

Customers may lodge credit bureau-related grievances through:

- a) CSL FINANCE LTD branches or customer service desks
- b) Official CSL FINANCE LTD grievance email IDs
- c) CSL FINANCE LTD digital platforms / customer portals
- d) Credit Information Company dispute portals (where referred to CSL FINANCE LTD)

All grievances shall be logged in CSL FINANCE LTD's **central grievance management system** and assigned a unique reference number.

## 5.2 Acknowledgement and Examination

- a) All grievances shall be **acknowledged within two (2) working days**
- b) CSL FINANCE LTD shall verify internal loan records and credit information submitted to CICs
- c) Any confirmed discrepancy shall be corrected **at the source**, i.e., by CSL FINANCE LTD Finance Ltd.

## 5.3 Timelines for Resolution

- a) CSL FINANCE LTD shall submit corrected credit information to CICs **within twenty-one (21) calendar days** of receipt of the grievance
- b) The overall grievance resolution, including updation by CICs, shall be completed **within thirty (30) calendar days**

## 5.4 Customer Communication

- a) CSL FINANCE LTD shall inform the customer of the action taken on the grievance
- b) In case of rejection, **clear reasons shall be communicated in writing**
- c) Where applicable, a copy of the corrected Credit Information Report shall be provided to the customer

## 6. Compensation for Delayed Resolution

6.1 In case CSL FINANCE LTD fails to resolve a bureau-related grievance within thirty (30) calendar days, the customer shall be eligible for **compensation of ₹100 per calendar day**, in accordance with RBI directions.

6.2 Compensation liability shall be borne by CSL FINANCE LTD or the concerned CIC, proportionate to the delay attributable.

6.3 Compensation shall be credited to the customer's bank account / UPI ID **within five (5) working days** of grievance resolution.

## 7. Escalation and Ombudsman

7.1 If the customer is dissatisfied with CSL FINANCE LTD's response, the grievance may be escalated to:

- a) CSL FINANCE LTD's higher grievance redressal authority
- b) CSL FINANCE LTD's Internal Ombudsman (where applicable)
- c) RBI Integrated Ombudsman Scheme, 2021

## 8. Customer Service Standards

8.1 CSL FINANCE LTD shall ensure:

- a) Fair, transparent, and non-discriminatory treatment of customers
- b) No denial of services solely on account of disputed credit information
- c) Clear marking of disputed accounts as "Under Dispute" during investigation

8.2 Wherever feasible, CSL FINANCE LTD shall send SMS / email alerts to customers regarding:

- a) Reporting of default or DPD to CICs
- b) Significant updates to credit information

## 9. Governance, Monitoring, and Review

9.1 CSL FINANCE LTD shall:

- a) Appoint **dedicated nodal officers** for coordination with CICs
- b) Conduct **half-yearly Root Cause Analysis (RCA)** of bureau-related grievances
- c) Review grievance trends and corrective actions at Senior Management level

9.2 This Policy shall be **reviewed annually** or earlier, if required due to regulatory or business changes.

## 10. Policy Ownership and Approval

10.1 This Policy is approved by the competent authority of CSL FINANCE LTD Finance Ltd.

10.2 The Compliance Department shall be responsible for implementation, monitoring, and regulatory alignment of this Policy.

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