

Grievance Redressal Policy

Version: 1.0, Date Last reviewed: 1st September 2022

CORPOSITORY - GRIEVANCE REDRESSAL POLICY

Objective:

As a responsible organization, Bluevine Technologies Private Limited (“Company”/ “Corpository”) has framed the grievance redressal policy to lay down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

The Company’s Grievance Redressal Policy fulfils the following principles:

- Customers shall be treated fairly at all times.
- Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner.
- All complaints will be dealt with efficiency and equitability.
- Company shall work in good faith and without prejudice to the interests of the customers.

Scope:

In order to make the Company’s redressal mechanism more meaningful and effective, a structured mechanism has been built covering all the services and various products provided by Corpository, Business Partners, and Associates, including Business Correspondents and any other outsourced services, to provide prompt and time redressal to the customers grievance.

Grievance Redressal Mechanism:

In case of any grievance, customers can intimate and record their complaints/ grievances for a resolution via:

- E-mail to grievance.redressal@corpository.com or escalate to mail IDs in the matrix mentioned below; (or)
- Send a formal written complaint at the below mentioned address:

Bluevine Technologies Private Limited, B-4, Himmatlal Park, Opp. Azad Municipal Garden, Satellite Ahmedabad, Ahmedabad Gujarat, 380015 IN
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Escalation Matrix:

In order to effectively understand and address customer grievances, the Company shall open multiple channels of communication and a four tier escalation matrix for resolution of grievance.

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Level	Name	Designation	Email ID	Escalation TAT
Level 1	Swati Keshari	Officer in-charge	grievance.redressal@corpository.com	Within 48 hrs from the date of receipt of grievance
Level 2	Sanjutha Dhanasekar	Company Secretary & Compliance Officer, Holding Company	sanjutha.d@go-yubi.com	48 hrs to 72 hrs from the date of receipt of grievance
Level 3	Aniket Nipam Shah	Managing Director & Grievance Officer	compliance@corpository.com	Beyond 3 days (72 hrs) – 15 days from the date of receipt of grievance
Level 4	Gaurav Kumar	Director & Chief Grievance Officer	compliance@go-yubi.com	Beyond 15 days from the date of receipt of grievance

Resolution Time:

Corpository shall strive to resolve all customer grievances at the earliest, with the timelines indicated below, being the maximum time for resolution.

1. General complaints: 3 to 14 working days;
2. Outsourced Activity: 21 days;
3. Fraud cases, legal cases and cases which need retrieval of documents and records > 3 months old: 30 working days;
4. Cases involving third party: 30 working days;
5. Data Privacy cases: 30 working days.

Revision, Amendments and Review:

This Policy will be subject to an annual internal review, or as and when required, by Mr. Gaurav Kumar, Director, Chief Grievance Officer (“Administrator of the policy”). The administrator shall amend/ modify the terms and conditions of the policy including but not limited to scope, escalation level etc.

Note: A Grievance will be treated as redressed or closed:

- where the complainant has communicated his acceptance of the company’s decision on redressal of grievance communicated to her/him; or
- where the complainant has not communicated his acceptance of the company’s decision, within 7 days from the date of communication of decision by Level 1 or Level 2 or Level 3 or Level 4, as the case may be.