

THE PEERLESS GENERAL FINANCE & INVESTMENT COMPANY LIMITED

CIN: U66010WB1932PLC007490

Peerless Bhavan, 3, Esplanade East, Kolkata- 700 069, West Bengal, Email: feedback@peerless.co.in

Ombudsman Scheme for Non-Banking Financial Companies, 2018: Salient Features

Scheme covers the customers of:

All Deposit Taking NBFCs	NBFCs with asset size of more than Rs. 100 crores and customer interface (Excluding: Infrastructure Finance Companies, Core Investment Companies, Infrastructure Debt Fund and NBFCs under liquidation)
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Grounds for filing a complaint by a customer:

- Interest/Deposit not paid OR paid with delay;
- Cheque not presented OR done with delay;
- Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.;
- Failure/refusal to provide sanction letter in vernacular language;
- Notice not provided for changes in agreement, levy of charges;
- Failure to ensure transparency in contract/loan agreement;
- Failure/Delay in releasing securities/documents;
- Failure to provide legally enforceable built-in repossession in contract/loan agreement;
- RBI directives not followed by NBFC;
- Guidelines on Fair Practices Code not followed.

How a customer can file a complaint?

Written complaint to the Company	At the end of one month	If the Company has not replied or customer remain dissatisfied with the reply of Company	If customer has not approached any forum/Court	File a complaint with NBFC Ombudsman (not later than one year after the reply from the Company)
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Peerless Bhavan, 3, Esplanade East, Kolkata 700 069 • Phones : 033-2230 3740, 2248 3001/3247, 2243 0325/6758

Fax : 033-2248 5197 • Email : feedback@peerless.co.in • Website : www.peerless.co.in

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How does Ombudsman take decision?

- Proceedings before Ombudsman are in the nature of Alternate Dispute Resolution mechanism.
- Ombudsman promotes the settlement of the complaint by mutual agreement between the complainant and the Company through conciliation or mediation.
- If not, pass an Award either allowing or rejecting the complaint along with reasons for passing such Award.

Can a customer file appeal, if not satisfied with decision of Ombudsman?

Yes, Ombudsman's decision is appealable Appellate Authority: **Deputy Governor, RBI**

Note: Ombudsman may reject a complaint at any stage. The Customer is at liberty to approach any other court/forum/authority for the redressal at any stage.

Refer to www.peerless.co.in for further details of the Scheme and contact details of the Ombudsman, who can be approached by the customer.

The Nodal Officer for The Peerless General Finance and Investment Company Limited is :
Mr. Kalyan Chakraborty.

Mail id- kalyan.chakraborty@peerless.co.in and

Telephone number is **033 2248-3247, 2248-3001.**

Encl: All the above details along with a copy of the scheme have been displayed in the Company's website.

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