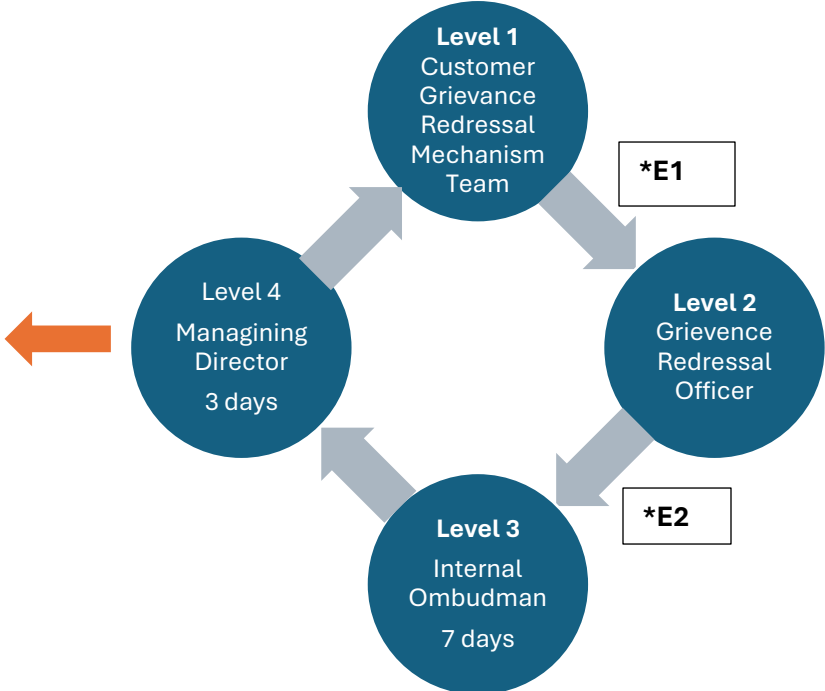


SATYA Customer Complaint Redressal Flow

(Outlining procedure for lodging the complaint & escalation mechanism)

SATYA Channels:
 Toll free number 1800 102 5644, Dedicated email ID: grievance@satyamicrocapital.com and receipt of the complaint(s) at Branch/State/Head office, etc.

Complaint acknowledgement (generating grievance ID)



Lodging complaint with Reserve Bank of India

If the issue remains unresolved or the customer is dissatisfied after 30 days, the customer may contact the RBI Integrated Ombudsman via the CMS Portal (<https://cms.rbi.org.in>) or through the toll-free number 14448 or may approach the MFIN portal at customercomplaint@mfinindia.org or its toll-free number 1800 102 1080.

***Escalation Level 1 (E1):** If the complaint is not resolved or rejected or the customer is not satisfied with the resolution, the matter may be escalated to the GRO (gro@satyamicrocapital.com)

***Escalation Level 2 (E2):** In cases where a complaint still remains unresolved, the matter shall be auto escalated to the IO.

**Note: For E1 and E2, the total turnaround time for providing resolution to the customer shall be within 20 days.*