

**AMPIRE FINANCE PRIVATE LIMITED**

**REGISTERED ADDRESS: OFFICE 19- 20- 21, 3<sup>RD</sup> FLOOR, NARAYAN CHAMBERS,  
NEHRU BRIDGE END, ASHRAM ROAD, AHMEDABAD, GUJARAT- 380009**

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## Grievance Redressal Policy

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*(Reviewed and Approved by the Board on 02/04/2026)*

SUMMARY OF POLICY:

<b>Policy Name</b>	Grievance Redressal Policy
<b>Date of Approval of First Version</b>	15 <sup>th</sup> April, 2025
<b>Periodicity of Review</b>	Annual
<b>Owner / Contact</b>	Compliance Department
<b>Approver</b>	Board of Directors

<b>Date of Review</b>	<b>Date of Next Review</b>	<b>Comments/Remarks/Changes</b>
02 <sup>nd</sup> April, 2026	2026	We have changed the details of the Nodal officer.

## 1. PREFACE:

Ampire Finance Private Limited (the “Company”), is a Non-Banking Financial Company registered with Reserve Bank of India having the registered office situated at Office 19- 20- 21, 3<sup>rd</sup> Floor, Narayan Chambers, Nehru Bridge End, Ashram Road, Ahmedabad, Gujarat- 380009. In terms of the RBI Master Directions – Non-Banking Financial Company (Scale Based Regulation) Directions, as amended from time to time (“Directions”), every Non-Banking Financial Company under section 45-IA of the Reserve Bank of India Act, 1934 (“RBI Act”). It is essential that grievances of the customers are given due consideration and quick action is taken to resolve the same. To provide efficient and enhanced services to the customers and resolution of their grievances, the Company has adopted this Grievance Redressal Policy providing for an effective Grievance Redressal Mechanism.

This policy outlines the resolution timeline and the escalation matrix for the smooth disposal of the complaints and lays down the responsibility of the Company to ensure that all the grievances are resolved within 30 days from the date of raising the complaint and if the grievance is not resolved within 30 days or the customer remains unsatisfied with the resolution, the customer may approach the Reserve Bank of India for further resolution.

This policy also lays down the responsibility of the Company to display the Grievance Redressal Policy on the Company’s website and made available at all branches / points of customer interface.

## 2. OBJECTIVE

This policy shall apply to complaints arising out of actions of the Company’s agents, recovery agents, digital lending partners, and other service providers (where applicable) are bound by the commitments provided as under:

- a. Offering efficient channels to route the queries
- b. Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner
- c. Customers shall be informed of avenues to escalate their complaints within the organization, and their rights in cases when their complaints are not resolved in a timely manner or when they are not satisfied with the resolution of their complaints.

## 3. GRIEVANCE REDRESSAL MECHANISM

Any customer having a grievance / complaint / feedback with respect to the service offered by the Company, may write to the Company by following the below Escalation Matrix prescribed under Clause ii of this section.

### i. Filing a Complaint:

- a. Customers with a grievance can send their grievance through email at [support@ampirefinance.com](mailto:support@ampirefinance.com);
- b. The Customer may also send letters to the registered office of the Company situated at Office 19- 20- 21, 3<sup>rd</sup> Floor, Narayan Chambers, Nehru Bridge End, Ashram Road, Ahmedabad, Gujarat- 380009

- c. For proper resolution, Customer is requested to mention the Loan application number or Loan Account number while filing the complaint along with the PAN Number
- d. Anonymous complaints may be examined at the discretion of the Company, depending on the nature and seriousness of the issue raised.

ii. **Resolution Process:**

a. **Level -1**

The customer may lodge the complaint by calling on the Phone Number: +91 8655661095 or sending an email on [support@ampirefinance.com](mailto:support@ampirefinance.com)

The complaint shall be allotted to the Customer Service Executive of the Company initially.

The Customer Service Executive shall ensure that all complaints are resolved in a timely and effective manner, and update the status of resolution / closure of complaints in records of the company.

On receipt of complaint, the Customer Care Executive shall send an acknowledgement of the same to the complainant within 24 hours of the receipt of the Complaint. All the complaints received shall be recorded.

The Head - Customer Service Executive shall monitor the complaints status to ensure that the complaints are resolved within 7 working days of receipt of complaint.

b. **Level -2**

If the Customer is not satisfied with the resolution provided by the Customer Service Executive, the Customer may redress their complaint to the Nodal Officer, who may provide the resolution within 15 working days of the receipt of the complaint.

**Below is the summarisation in tabular format for the Escalation Matrix:**

First Escalation	Customer care	Phone: +91 8655661095 Email: <a href="mailto:support@ampirefinance.com">support@ampirefinance.com</a>	If the issue is not resolved within 7 days of raising the issue, the customer shall raise the issue with the Grievance Officer
Second Escalation	Nodal Officer	Name: Yash Gupta Phone: +91 86556 61095 Email: <a href="mailto:nodal@ampirefinance.com">nodal@ampirefinance.com</a>	

The Company shall ensure that all the Complaints are resolved within 30 days from the date of raising the complaint by the customer.

## **REVIEW OF THE POLICY**

The Board shall review and amend this policy as and when required.

If at any point a conflict of interpretation / information between the policy and any regulations, rules, guidelines, notification, clarifications, circulars, master circulars/ directions issued by relevant authorities (“Regulatory Provisions”) arises, then interpretation of the Regulatory Provisions shall prevail.

In case of any amendment(s) and/or clarification(s) to the Regulatory Provisions, the policy shall stand amended accordingly from the effective date specified as per the Regulatory Provisions.