

## **GRIEVANCE REDRESSAL POLICY FOR CLIX HOUSING**

We truly believe in providing best in class services to our customers. We aim to understand both our strengths and areas of improvement from our customer's point of view and work across our business units to meet their needs.

Our Grievance Redressal Policy focuses to improve customer satisfaction by collecting feedback from customers across all business units and to ensure action plans are put in place to address key issues.

Our endeavor is to ensure that all customer complaints are resolved within 7 days and maximum upto 30 days. The 30-day period will be reckoned after all the necessary information from the customer is received.

The various channels through which our customers can contact us for any assistance or redressal of their grievances, are listed below:

### **Contact Particulars of our Contact Center**

Call us on 1800 200 9898 between 9:30 am and 6:30 pm from Monday to Saturday and our team will be happy to assist you or you may drop us an email at [hello@clix.capital](mailto:hello@clix.capital) (Please mention your loan account number and contact number in the subject line)

**Level 1 Escalation:** In case you are not satisfied with the response from our Customer Care/ Helpline or you have not received a satisfactory response within 7 days, you may send us an email at [head.services@clix.capital](mailto:head.services@clix.capital)

**Level 2 Escalation:** In case you are still not satisfied and want to raise further, you may write an e-mail to our Nodal Officer at [nodalofficer@clix.capital](mailto:nodalofficer@clix.capital) after 7 days of raising to our Level 1 escalation

Alternatively, you can also write to the below address:

Ms. Albeera Khan  
Grievance Redressal Officer/ Principal Nodal Officer  
Assistant Product Manager – Clix Housing  
901B 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India

This Grievance Redressal Policy also covers and deals with the issue relating to services provided by our outsourced agencies. Accordingly, this escalation matrix is also published on our respective Service Providers/Partners' website for customer awareness

Clix Housing does not discriminate in extending products and facilities including loan facilities to customers based on race, color, religion and sex or physically / visually challenged applicants on grounds of disability.

Note: Clix Housing is a subsidiary for Clix Capital. Therefore, all email addresses are with the domain as @clix.capital.

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### **Complaint Redressal Cell of National Housing Bank**

If the complaint/dispute is not resolved within a period of one month or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell of National Housing

Bank. The details of the complaint redressal cell are given below:

Complaint Redressal Cell  
Department of Regulation & Supervision  
National Housing Bank, 4th Floor, Core 5A  
India Habitat Centre, Lodhi Road  
New Delhi – 110003

You can also reach out to National Consumer Helpline at 1800 114 000. For further details visit <https://consumerhelpline.gov.in/>

### **Grievance Registration & Information Database System (GRIDS) for Clix Housing**

The complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints in online using the link <https://grids.nhbonline.org.in>