

GRIEVANCE REDRESSAL POLICY FOR CLIX HOUSING FINANCE LIMITED

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. We do 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.

Our Grievance Redressal Policy focuses to improve customer satisfaction by addressing key issues. Our endeavor is to ensure that all customer complaints are resolved within 7 business days and maximum up to 30 days. The 30-day period will be reckoned after all the necessary information from the customer is received.

Now you can get answers to most of your queries online at the click of a button. We urge you to visit [My Account](#) to have an easy access to your loan details, account statements, payment schedule and much more. You can also interact with our virtual assistant '[Maya](#)'. Not just this, you can also access details on Whatsapp by adding +918448111444.

However, for any assistance or redressal of your grievances, you may reach out to us via the various channels (Call/ Email/ Walk-in) as listed below:

Contact Particulars of our Contact Center

Call us on 0120 646 5400 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 (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

Level 2 Escalation: In case you are still not satisfied and want to raise further, you may write an email to our Nodal Officer at nodalofficer@clix.capital after 7 days of raising to our Level 1 escalation

Alternatively, you can also write to the below address:

Mr. Sunny Dwivedi

Grievance Redressal Officer

Email: Sunny.Dwivedi@clix.capital

901B 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India

Timings: 9:30 am to 6:30 pm - Monday to Friday (except public holidays)

Ms. Shagun Malhotra Jhanji

Principal Nodal Officer

Email: Shagun.Jhanji@clix.capital

901B, 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India

Timings: 9:30 am to 6:30 pm - Monday to Friday (except public holidays)

This Grievance Redressal Policy also covers & 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.

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



Grievance Redressal Policy

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>