

UBI SERVICES LIMITED

COMPLIANTS / GREIVANCE REDRESSAL POLICY

Department Name (Owner/Contact)	Compliance
Issue & Effective	July 1, 2024
Date of Approval	July 1, 2024
Approver	Management Committee
Review Cycle	Annual
Date of last review	-

Version Control

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1. Introduction-

UBI Services Limited (“Company” or “UBISL”) is a wholly owned subsidiary of Union Bank of India, a premier Public Sector Bank. The Company is headquartered in Thane and is expanding their footprints in other parts of India. The Company (Earlier Corpbank Securities Ltd and now UBI Services Ltd) was incorporated on 19th November, 1999 and accredited as primary dealer.

The Company is prominently into the business of distribution of Retail Loan Products like Credit Card Facilities, Education Loan, Gold Loan, Housing Loan, Mortgage Loan, MSME Loan and Vehicle Loan for the Parent Bank i.e Union Bank of India along with other non-core back-office support services. Also, the Company has been undertaking various other business activities selectively like distribution of Mutual Fund schemes, trading in the Govt. debt Securities, Certificate of Deposits, Treasury bills, and Commercial papers.

The Policy has been framed by the Company in order to streamline the grievance redressal mechanism at UBISL and make it more effective. The Company being a service organization, customer service and satisfaction is a prime concern. The Company believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy aims at minimizing instances of customer, partner, sub-partner complaints and maximizing their satisfaction of all stakeholders (UBISL customer, Bank Customers, Empaneled Partners & Sub-Partners and Vendors / Suppliers etc.) through prompt and efficient redressal of complaints and grievances.

2. Objective -

The objective of this policy is to define the process of addressing and resolving complaints / grievances received from various stakeholders.

- ❖ To address all complaints & grievances on priority
- ❖ To settle grievances of stakeholders in shortest possible time
- ❖ At the lowest level of authority.
- ❖ To provide for various stages / forums so the aggrieved stakeholder derive satisfaction of seeking redressal.
- ❖ If required resolved the grievance at highest level of authority.

3. Scope & Definitions-

'Grievance' or 'Complaint' includes any communication that express dissatisfaction in respect of the conduct of any act of omission or commission or deficiency of service and in the nature of seeking a remedial action but do not include the following –

- ❖ Complaints that are incomplete or not specified in nature;
- ❖ Communications in the nature of offering suggestions;
- ❖ Communications seeking guidance or explanation;

4. How to raise grievance-

The Stakeholders can raise the grievance through following modes;

- ❖ **Phone Call:** Can call at Contact +91 9112 303030 (Give a missed call) to register a complaint (Refer annexure 1)
- ❖ **Online Grievance:** Complainant can visit URL < <https://www.ubisl.co.in/Online-Grievances-Redressal.aspx> > and register complaint (Refer Annexure 2)
- ❖ **Email:** Complainant can send their grievance on designated email id: grievance@ubisl.co.in (Refer Annexure 3)
- ❖ **Letter:** Complainant may also raise the complaint by writing us to the following address;

*Grievance Redressal Officer (“GRO” or “Officer”)
UBI Services Limited, Head Office,
504-506, 5th Floor, Centrum, S. G. Barve Road,
Wagle Estate, MIDC, Thane (W),
Pin code - 400604.*

5. Receipt & Acknowledgement of Grievance-

The company will receive the complaints or grievances through above mentioned modes i.e. Phone call, Email, Online, or Letter etc. The Officer will register a compliant in the “Complaint or Grievance Register” maintained at Head Office and allocate the unique complaint number to respective complaints. Format of Compliant or Grievance Register is as referred in Annexure 4.

The Officer should send an acknowledgement to the complainant within three working days of the receipt of the complaint. Acknowledgement shall contain the following.

- ❖ Date of receipt of complaint / grievance,
- ❖ Unique Complaint number (for future follow-up & reference),
- ❖ Expected date of resolution of complaint / grievance,
- ❖ Name, Designation and Contact details of officer,
- ❖ Grievance Escalation Matrix

6. Redressal of compliant / grievance and TAT-

- ❖ The GRO shall enter all complaints received through various modes and label the unique complaint number.
- ❖ GRO shall communicate the complaint or grievance to respective / concern official to resolve at the earliest.
- ❖ Complaints shall be addressed by respective officials within 15 working days from receipt of complaint.

- ❖ If complaints not resolved within 15 working days by concern officials should be escalated to respective Head of Department along with Compliance and Risk Officer.
- ❖ GRO should update the complaint register on regular intervals and following with concern officer to resolve the complaint within TAT
- ❖ GRS should monitor the resolution of complaints received by the Company and periodically (weekly) put up the same for review by Management Committee.
- ❖ The Grievance Redressal Policy should be accessible to all and it ensures that information is readily available on the modalities of making and resolving complaints.
- ❖ This policy shall be available on the company website and also at all the offices of the company.
- ❖ Complaints / Grievances should be kept confidential and shall be shared with Auditors and Regulatory Authorities only if in accordance with the relevant laws & regulations.
- ❖ All complaints shall be monitored and marked as closed only after resolution of the complainant grievance.
- ❖ The Complaint shall be treated as closed if the complainant has not responded within seven (7) days of the reply of the written response from the company to complainant.

7. Timelines, Escalation & Accountability Matrix-

Complaint / Grievance Timelines:

Sr No.	Particulars	Timelines (Days*)
1	Registration of Compliant (Date of Receipt)	Same Day
2	Acknowledgement of Complaint Registration (From Date of receipt of complaint)	Three Days
3	Grievance redressal – Internal Timelines	Seven Days

4	Redressal of Grievance and intimation to Complainant	Fifteen Days
5	Closure of Complaint / Redress (From the date of reply sent by Company to Complainant)	Seven Days

Accountability Matrix:

All complaints will be first addressed by GRO, it will be redirected to concerned official / team to resolve the same.

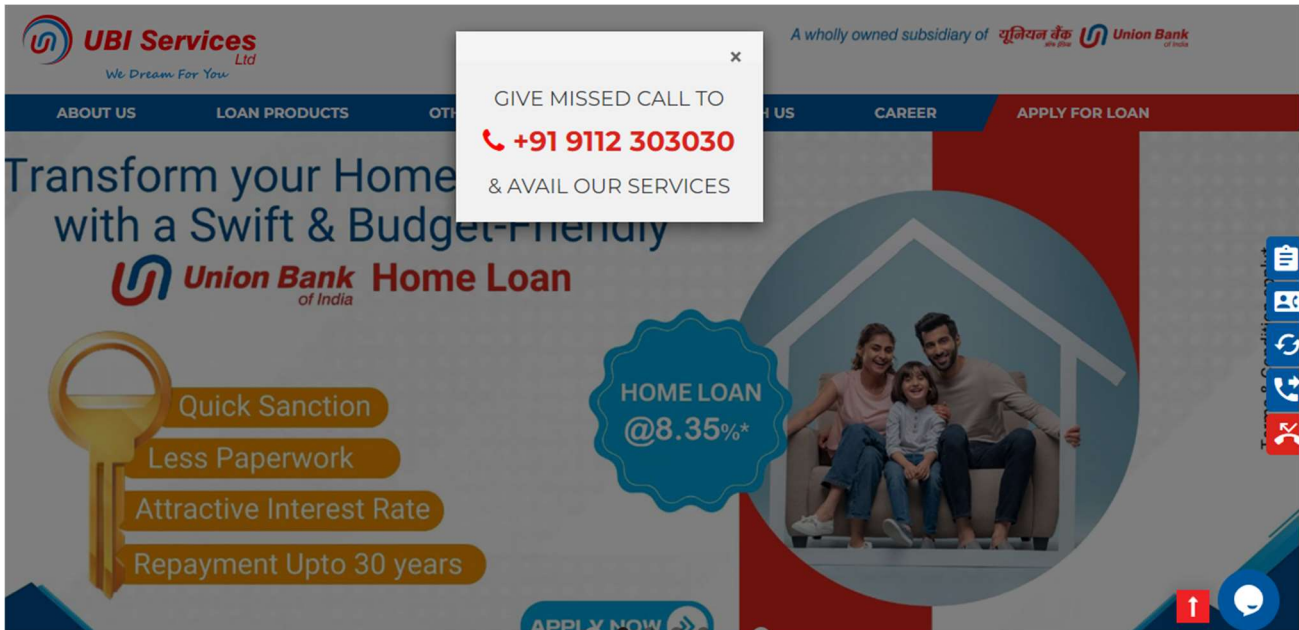
Sr No.	Compliant Type	Concerned Official / Team
1	Complaints related to Sourcing of Loan products	Operations & CRM
2	Complaints related to Supply of Manpower Services	Human Resources
3	Complaints related to employee	Human Resources
4	Complaint related to payment & taxes	Finance & Accounts
5	Other Miscellaneous Complaints	Grievance Redressal Officer

Escalation Matrix:

Sr No.	Particulars	Timelines (Days*)
1	Concerned Officer	Day 1
2	Head of Department (Concerned Officer)	Day 3
3	Grievance Redressal Committee	Day 7
4	Management Committee	Day 10

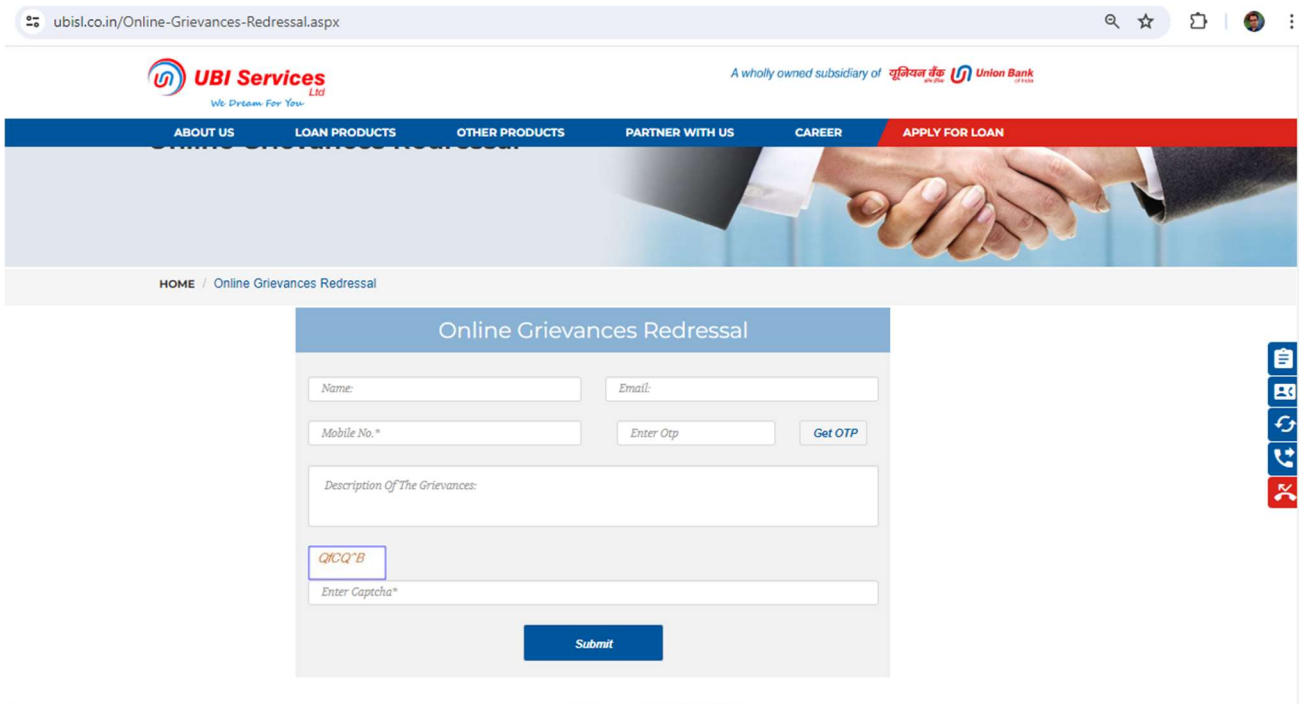
***Days means working days (excluding holidays, weekly offs)**

Annexure 1



The screenshot shows the UBI Services website with a promotional banner for home loans. The banner features the UBI Services logo and the tagline "We Dream For You". The main headline reads "Transform your Home with a Swift & Budget-friendly Union Bank Home Loan of India". A large key icon is positioned on the left, with four callouts: "Quick Sanction", "Less Paperwork", "Attractive Interest Rate", and "Repayment Upto 30 years". In the center, a blue circular badge displays "HOME LOAN @8.35%*". To the right, a family of four is shown sitting on a sofa inside a house-shaped frame. A white pop-up box in the upper center contains the text: "GIVE MISSED CALL TO +91 9112 303030 & AVAIL OUR SERVICES". The website navigation menu includes "ABOUT US", "LOAN PRODUCTS", "OTHER PRODUCTS", "PARTNER WITH US", "CAREER", and "APPLY FOR LOAN".

Annexure 2



The screenshot displays the "Online Grievances Redressal" form on the UBI Services website. The browser address bar shows "ubisl.co.in/Online-Grievances-Redressal.aspx". The website header includes the UBI Services logo and the tagline "We Dream For You", along with the text "A wholly owned subsidiary of यूनियन बैंक ऑफ इंडिया Union Bank of India". The navigation menu includes "ABOUT US", "LOAN PRODUCTS", "OTHER PRODUCTS", "PARTNER WITH US", "CAREER", and "APPLY FOR LOAN". The main content area features a banner image of two hands shaking. Below the banner, the breadcrumb "HOME / Online Grievances Redressal" is visible. The form itself is titled "Online Grievances Redressal" and contains the following fields: "Name:", "Email:", "Mobile No.*", "Enter Otp", "Get OTP", "Description Of The Grievances:", a CAPTCHA image showing "Q1CQ7B", and "Enter Captcha*". A "Submit" button is located at the bottom of the form. The website navigation menu is repeated at the bottom of the page.

Annexure 3

 A wholly owned subsidiary of  **यूनियन बैंक ऑफ इंडिया** **Union Bank of India**
[ABOUT US](#)
[LOAN PRODUCTS](#)
[OTHER PRODUCTS](#)
[PARTNER WITH US](#)
[CAREER](#)
[APPLY FOR LOAN](#)
UBI SERVICES LTD

UBI Services Limited i.e. UBISL (formerly known as CorpBank Securities Limited) is a wholly-owned subsidiary of Union Bank of India, presently engaged in distribution of retail loan products of Union Bank of India. We also involved in Institutional Equity Broking and distribution of Mutual Funds.


QUICK LINKS

- > [About Us](#)
- > [Home Loan](#)
- > [Vehicle Loan](#)
- > [Education Loan](#)
- > [MSME Loan](#)
- > [Gold Loan](#)
- > [Mutual Fund](#)
- > [Will Writing](#)
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- > [Contact Us](#)
- > [Tenders](#)
- > [Grievances](#)
- > [Partner Login](#)
- > [Apply For Loan](#)

CONTACT INFO

- Head Office**
504-506, 5th Floor, Centrum, S. C. Barve Road, Wagle Estate, MIDC, Thane (W), Pincode - 400604.
- Call Us**
022 69303001
022-69303023
- Email us**
contact@ubisl.co.in


Annexure 4

Unique Complaint No.	Date of Receipt	Complainant Name	Contact Details (Email, Mobile No.)	Description of Grievance / Complaint	Complaint Mode	Concerned Team / Official	Due Date	Redressal Status/Progress	Final Status