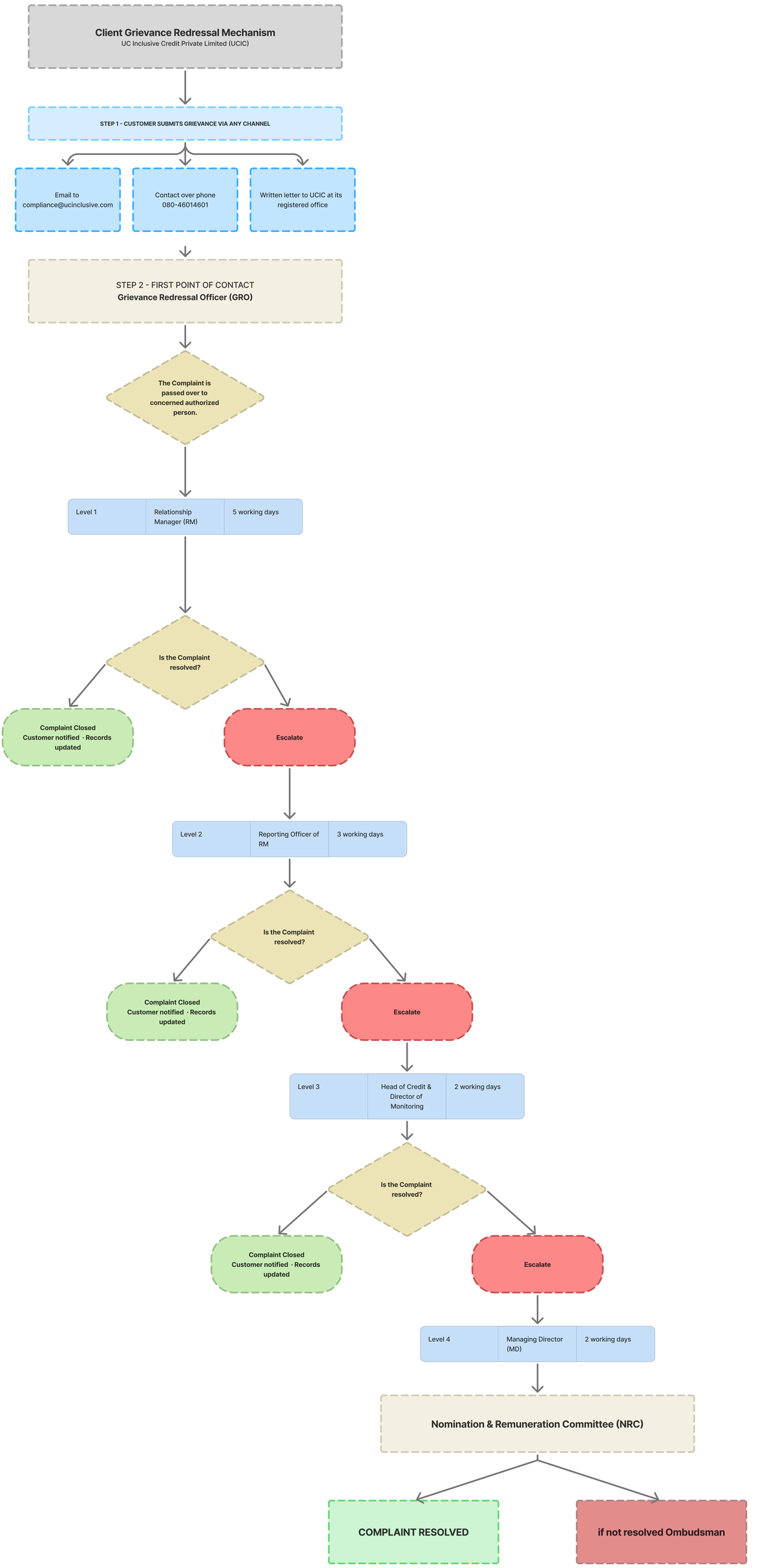
Client Grievance Redressal Mechanism
UC Inclusive Credit Private Limited (UCIC)
STEP 1 - CUSTOMER SUBMITS GRIEVANCE VIA ANY CHANNEL
Email to compliance@ucinclusive.com
Contact over phone 080-46014601
Written letter to UCIC at its registered office
STEP 2 - FIRST POINT OF CONTACT
Grievance Redressal Officer (GRO)
The Complaint is passed over to concerned authorized person.
Level 1
Relationship Manager (RM)
5 working days
Is the Complaint resolved?
Complaint Closed Customer notified · Records updated
Escalate
Level 2
Reporting Officer of RM
3 working days
Is the Complaint resolved?
Complaint Closed Customer notified · Records updated
Escalate
Level 3
Head of Credit & Director of Monitoring
2 working days
Is the Complaint resolved?
Complaint Closed Customer notified · Records updated
Escalate
Level 4
Managing Director (MD)
2 working days
Nomination & Remuneration Committee (NRC)
COMPLAINT RESOLVED
if not resolved Ombudsman