



UV Asset Reconstruction Company Limited (UVARCL)

Grievance Redressal Policy

** Approved by the Board of Directors in its meeting held on July 18, 2026.*

GRIEVANCE REDRESSAL POLICY

In terms of the Fair Practice Code, issued by the Reserve Bank of India on July 16, 2020, a Grievance Redressal Mechanism is to be put in place to ensure prompt redressal of grievances. Given below is a list of measures to be undertaken by UVARCL ("Company") to put the Mechanism in place. The Grievance Redressal Mechanism will also include grievances against outsourced agency(ies) engaged by UVARCL.

• Application of the policy:

This Policy is applicable to complaints only. Clarifications and queries are excluded from the purview of this Policy. A communication in order to be a Complaint should have one or more of the following elements where Customer should be dissatisfied:

- a) Manner of implementation of Resolution strategy adopted by the Company should be disputed by the borrower, if he feels that the extant regulations/guidelines have not been adhered to;
- b) Misuse of security / collateral wherein the Company has physical possession;
- c) Grievance related to threat of legal action;
- d) Escalation of the communication to the Regulator;
- e) Grievance pertaining to services provided by the outsourced agency and recovery agents, if any.
- f) Claim of refund of the interest / fees / monies already paid or dispute in the interest / fees / monies paid;
- g) Disputes in respect of avail meant of debt and / Rate of interest.

• Matters not in the purview of the policy:

The following matters are kept outside the ambit of this Policy and will not be dealt with as Complaint / Grievance:

- a) Personal allegations against officials will not be regarded as Complaint; but they may be looked into by the Company at appropriate level;
- b) Matters which are pending before judicial / quasi-judicial authorities are out of the purview of being entertained as Complaint / Grievance.

• Query/Clarification:

A communication in order to be a query should have one or more of the following elements:

- A form of questioning, in a line of enquiry;
- In nature of a request for information or guidance or any proposal for resolution of the account;
- Where there is an expectation of the Customer from the Company for data / clarification or any transaction related to his account;
- Requests for data or information by the borrower in connection with his account/ledger.

For example, requests for revision / updating of records with the credit information companies (CIBIL, etc.) or a borrower requesting a copy of the updated loan repayment schedule or seeking clarification on the interest charged on his/her account will be classified as a query for the purpose of this Policy.

However, if such queries are not addressed / acknowledged by the Company within 15 working days, then the customer may register a Complaint with the Company.

However, the Company reserves the right to classify a communication as a Complaint or a Query and dispose it off accordingly under intimation to the Customer.

Nothing contained in this Policy shall prevent the Company from engaging into any asset reconstruction measures and taking any legal remedy available to it under the extant laws applicable to it. The Company reserves the right to dispose off the complaint without any intimation to the customer, if such customer uses the grievance redressal mechanism with an intention to preclude any financial interest of the Company or create any barrier for its asset reconstruction measures.

Grievance Redressal Mechanism:

I. All grievances received will be acknowledged, acted upon and disposed of. The status of the grievances will be duly recorded in the register specifically maintained for this purpose.

II. The Company Secretary will act as Nodal Grievance Redressal Officer for all the grievances received.

III. If the grievance pertains to any outsourced agency, the grievance should be discussed with the outsourced agency by the Nodal Officer, along with the necessary directions to be passed.

IV. The name, contact number and email address of the designated Nodal Grievance Redressal Officer of the UVARCL should be mentioned in the communication with the stakeholders and will also be placed on Company's website. An overview of the complaints shall be done by the Head – Regulatory and Compliance.

V. A Quarterly Report of grievances received, disposed off and pending at the end of the reporting period shall be placed to the Grievance Redressal Committee comprising of 3 (Three) members formed for the purpose for their review. Subsequently, such report shall also be placed for review and information of the Board of Directors.

VI. In case of any queries/clarifications, the Customer/Stakeholder may contact our Registered Office through any of the following channels:

A. For Queries / Clarifications (not in the nature of Grievances):

For Non-retail Assets

Phone: Stakeholder(s) can call on 011-41038918 between 10.00 AM to 04:00 PM, Monday to Friday, except public holidays.

Email: uvarcl@gmail.com

For Retail Assets

Phone: Stakeholder(s) can call our dedicated helpline number +91-9220677122 between 10.00 AM to 05:00 PM, Monday to Friday, except public holidays.

Email: customer.support@uvarcl.com

Letters:

Stakeholder(s) can handover a complaint letter to the office personnel duly sealed. The Stakeholder(s) are advised to take an acknowledgment of receipt with date from the office personnel he/she is handing over the complaint letter.

Stakeholder(s) can write to us at:

UV Asset Reconstruction Company Limited

1304/1304A, Chiranjeev Tower, 43, Nehru Place, New Delhi-110019

B. Grievance Filing and Escalation matrix:

In case the Stakeholder(s) does not receive a response to their queries/clarifications within the 15 working days or if the Stakeholder(s) are dissatisfied with the response received from the Company, or otherwise wish to file a grievance, the Stakeholder(s) may file a grievance as follows:

First Level:

If the Stakeholder(s) are not satisfied with the resolution received from above channels, or if the Stakeholder(s) does not hear from us in 30 days, the Stakeholder(s) can write at the following email id: grievance@uvarcl.com.

Second Level:

If the Stakeholder(s) is not satisfied with the resolution received at the first level or if the Stakeholder(s) does not hear from us in 45 days, we request the Stakeholder(s) to write to our Nodal Officer:

Nodal Officer

1304/1304A, Chiranjeev Tower, 43, Nehru Place, New Delhi-110019

Email: nodal.officer@uvarcl.com

Phone: 011-41038918, 011-41055576

Third Level:

If the Stakeholder(s) is not satisfied with the resolution received above or if the Stakeholder(s) does not hear from us in 60 days, then the Stakeholder(s) may escalate his grievance to the regulator at the below address:

The Officer In-charge,

Reserve Bank of India,

Department of Supervision

2nd Floor, Centre 1 Building,

World Trade Centre, Cuffe Parade, Mumbai - 400 005

VII. Time Frame for resolution of Complaints, from date of receipt of complaint:

a. Normal cases: 15 working days

b. Fraud cases, cases involving legal action and cases which need retrieval of old documents and involvement of third parties or regulators: 30 working days

c. However, in exceptional cases, the Company may take higher time frame. In such case, the Company shall inform the customer the reasons for delay in resolution and the expected time frame for resolution of the complaint.