Annexure 1

Customer Grievance Redressal Mechanism

(A) Background

Customer Service is one of the core values and a key focus area of ICICI Home Finance Company Ltd (the Company). The Company believes that delivering a positive customer experience is essential for customer satisfaction and long-term engagement.
Customer Grievance Redressal Mechanism (CGRM) has been amended in consonance with. Reserve Bank of India (Housing Finance Companies) Directions, 2025 CGRM outlines the framework for addressing customer complaints.

The Customer Grievance Redressal Policy defines the framework and processes established by the Company to address customer grievances/Complaints effectively and transparently.

A complaint can be any gap or deficiency of service delivery towards commitment provided to the customers. Complaints can be on account of non-fulfilment of service request of the customer or breach in commitment of turnaround time.

The objective of CGRM is to ensure that:

1. All customers are treated fairly and without bias at all times.

2. All complaints and queries from customers are dealt with courtesy and resolved on time.

3. A “Query” may be defined as a question, often conveying doubt/ambiguity about something or looking for an answer/ information/ guidance/ clarification/ data. Seeking such information shall not be treated as a complaint.

4. A “Request” is a formal communication wherein customer is asking to perform an action on their account, request for service, or financial transaction or any modification in his/her account activities.

5. A “Complaint” may be defined as an expression of dissatisfaction made to the Company, related to its products and services, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected

6. Customers are made completely aware of their rights to escalate their complaints within the Company and their rights to escalate further, if they are not fully satisfied with the resolution given by the Company.

7. Identical/duplicate complaints by the same complainant/customer which has already been logged in with the Company shall be treated as a single complaint.

(B) Applicability and Coverage

1. CGRM is applicable to all branches and offices of the Company including central office and all its officials.
2. Customers availing various products & variants under retail mortgage loans, Gold loan, real estate, investing in Fixed deposits, availing insurance through the Company and any other product offered. This will also be applicable to customers availing all these products/services through any sourcing mode including Business Correspondents [Direct Marketing Agents (DMA)/ Direct Selling Agencies (DSA)] and outsourced employees/agencies of the Company.
3. Grievances will also include complaints received from customers against sourcing partners/ outsourced employees/agencies such as DMA/DSA, Referral Partner, Recovery agencies or any other outsourced agencies.
4. The company facilitates the redressal of grievances related to insurance product being sold as part of corporate agency agreement and have robust customer grievance redressal arrangements in place.
5. The Company shall deal with grievances of persons with disabilities(PWD) in an equitable manner along with fairness and transparency. Further, the company shall strive to provide at its all branches, possible assistance to Persons with Disability. The company shall allow physically challenged/visually impaired customers to appoint a person as a Power of attorney.
6. Customers availing loans under schemes of Government of India which includes Pradhan Mantri Awaas Yojana.
7. Grievances related to the implementation of COVID-19 relief package including those related to the proposals for resolution through restructuring and in respect of the Government of India Scheme dated October 23, 2020 for grant of ex-gratia payment in lieu of difference between compound interest and simple interest for six months to borrowers in specified loan accounts (1.3.2020 to 31.8.2020).
8. As per RBI circular no. RBI/2023-24/72 DoR.FIN.REC.48/20.16.003/2023-24 dated 26th October, 2023. Complainants shall be entitled to a

compensation of ₹100 per calendar day in case their complaint is not resolved within a period of thirty (30) calendar days from the date of the initial filing of the complaint by the complainant with a Credit Institution (CI)/ Credit Information Companies (CIC).

9. As per Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025, company shall compensate to the borrower at the rate of ₹5,000/- for each day of delay beyond 30 days from the date of last payment towards closure of loan.

(C) Aspects of CGRM

1. The Company's customer service framework is to enable customers to register complaints through multiple touch points such as branches/offices of the Company, ICICI Bank branches, Call Center, E-mail, website etc.
2. Upon registration of complaints, the Company would take it up with concerned departments for resolution.
3. Resolution is provided as per defined timelines.
4. For all interactions received through regulators, timelines as mandated by the regulator will be adhered to.

(D) Timelines

1. The Company shall respond to the complaints (other than the one mentioned below) within 7 working days. The preliminary remarks in respect of the Government of India Scheme for grant of ex-gratia payment of difference between compound interest and simple interest for six months to borrowers in specified loan accounts (1.3.2020 to 31.8.2020) shall be provided to the customer within maximum of 72 hours by Grievance Redressal Officer.
2. Cases involving third party (e.g. insurance companies): inquiry, requests or complaints will be forwarded to third party within T+3 working days.
3. Fraud cases, legal cases and cases which need retrieval of documents and exceptionally old records, the Company will endeavour to provide response within four weeks from the date of receipt of complaint. If any case needs additional time, the Company will keep the customer/regulator informed and provide expected timeline for the resolution of the issue.
4. For all the complaints received from the regulator/authority, guidelines & timelines as mandated by respective regulator/authority will be adhered to.
5. For all other interactions, which do not classify under the above categories, the response time at each level stands at 10 working days. If the issue remains unresolved after approaching Level 1/ Level 2 / Level 3 as detailed below or if the Company has not provided any status or resolution within 30 days the customer may choose to refer the matter to regulator.
6. The combined reading of Section 21(3) of Credit Information Companies (Regulation) Act, 2005 and Rule 20 (3) (c) of Credit Information Companies

Rules, 2006 provides the CI and the CIC, collectively, an overall limit of thirty (30) days to resolve/ dispose of the complaint. In effect, this would mean that a CI would get twenty-one (21) days and CICs would effectively get the remainder of nine (9) days for complete resolution of the complaint.

7. In case of delay in releasing of original movable / immovable property documents or failing to file charge satisfaction form with relevant registry beyond 30 days after full repayment/ settlement of loan, the ICICI HFC shall communicate to the borrower reasons for such delay. In case where the delay is attributable to ICICI HFC, it shall compensate the borrower at the rate of ₹5,000/- for each day of delay.
8. In case of loss/damage to original movable / immovable property documents, either in part or in full, ICICI HFC shall assist the borrower in obtaining duplicate/certified copies of the movable / immovable property documents and shall bear the associated costs, in addition to paying compensation as indicated above. However, in such cases, an additional time of 30 days will be available to ICICI HFC to complete this procedure and the delayed period penalty will be calculated thereafter (i.e., after a total period of 60 days).

(E) Channels available for registering complaints

Level 1

- Call Center, E-mail & Walk in at branches of the Company and the branches of ICICI Bank. The Company will acknowledge the customer issue and interim response will be sent to customer as an acknowledgment through Service Request (SR) number (complaints received through Call centre/walkin) or interim mail response (complaints received through email).
- All complaints are accompanied by a SR number for timely closure and tracking.
- Response will be provided as per the defined timeline.

If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 2 (Grievance Redressal Officer of the Company).

Call Center Number- 1800 267 4455
E-mail: Customer.Care@icicihfc.com
Branches: Visit www.icicihfc.com to locate nearest branch of the Company

Level 2

Grievance Redressal Officer

- Grievance Redressal Officer will acknowledge the issue and respond appropriately over email.
- Response will be provided as per the defined timeline.

- If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 3 (Head Customer Service).

E-mail: Nodal.office@icicihfc.com
Phone no.- 022- 66493844
Physical Letter: https://www.icicihfc.com/contact-us

Level 3

Head Customer Service

- Interactions received at the desk of Head Customer Service will be acknowledged and the issue would be captured appropriately.
- Response will be provided as per the defined timeline.
- If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 4 (NHB).

Email: Servicehead@icicihfc.com Physical Letter: https://www.icicihfc.com/contact-us

If the issue remains unresolved after approaching Level 1/ Level 2 / Level 3 or if the Company has not provided any status or resolution within 30 days, the customer may choose to refer the matter to regulators.

Level 4

National Housing Bank

- Interactions received from NHB will be acknowledged and the issue would be captured appropriately.
- Response will be provided as per the timeline defined by NHB.

Online Portal: https://grids.nhbonline.org.in
Physical Letter: Customers can write on the address mentioned below:

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

National Consumer Helpline (NCH)

- Interactions received from NCH will be acknowledged and the issue would be captured appropriately.
- Response will be updated on the portal within the timeline defined by NCH.

Online Portal: https://consumerhelpline.gov.in.

(F) Internal review mechanism

The Company has set up the following committee and review mechanism to monitor and review quality of customer service and CGRM.

(G) Grievance Redressal Committee

The Committee will be responsible to oversee and guide implementation of service enhancement initiatives across the Company. The Committee which comprises minimum two Executives and the Grievance Redressal Officer will meet once every quarter to review customer complaints, regulatory mandates and policy decisions.

(H) Review of CGRM

CGRM was approved by the Board and is reviewed annually. These reviews shall be required based on the following events:

- Internal factors such as changes in products and services offered.
- External factors such as changes in technological innovation.
- The results of audit, if any, conducted during the year by internal/external auditors.
- Any regulatory/ statutory development

CGRM would be made available on the Company's website and at all branches.