

# 23 Finverse Customer Grievance Redressal Policy

**Effective Date:** [Insert Date]

**Last Updated:** [Insert Date]

## 1. Purpose

23 Finverse ("Company", "we", "our", or "us") is committed to providing high-quality products and services while ensuring prompt, fair, and transparent resolution of customer complaints.

This Customer Grievance Redressal Policy ("Policy") establishes the framework for receiving, investigating, escalating, and resolving customer grievances in a timely and professional manner.

This Policy applies to all complaints received from customers, prospective customers, Channel Partners (CPs), Distributor Partners (DPs), Referral Partners, and other users of the 23 Finverse platform.

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## 2. Guiding Principles

23 Finverse shall ensure that every grievance is handled with:

- Fairness and impartiality.
- Courtesy and professionalism.
- Transparency throughout the resolution process.
- Confidentiality of customer information.
- Timely communication.
- Compliance with applicable laws and regulatory requirements.

Customers shall not face discrimination or retaliation for raising genuine complaints.

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## 3. Complaint Channels

Customers may submit complaints through any of the following channels:

### Email

[support@23finverse.com](mailto:support@23finverse.com)

## Customer Support Portal

Through the 23 Finverse Web Application support section.

## Telephone Support

Customer Care Number: **9937940023**

## Written Communication

Registered Office: 5<sup>th</sup> Floor Esplanade One Mall Rasulgarh Bhubaneswar Odisha 751010

## 23 Finverse

## In-App Support

Where available, customers may raise grievances through the in-app helpdesk or support ticket system.

Every complaint shall receive a unique reference number for tracking purposes.

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# 4. Resolution Timeline

23 Finverse aims to resolve complaints as quickly as possible.

The standard service levels are:

| Complaint Stage                       | Target Timeline                                                             |
|---------------------------------------|-----------------------------------------------------------------------------|
| Acknowledgement of Complaint          | Within 24–48 business hours                                                 |
| Initial Review                        | Within 3 business days                                                      |
| Resolution of Standard Complaints     | Within 7 business days                                                      |
| Complex Cases Requiring Investigation | Within 30 calendar days, or such other period as required by applicable law |

Where additional time is required, customers will be informed of the reasons for the delay and the expected resolution timeline.

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## 5. Escalation Matrix

If a customer is dissatisfied with the resolution provided, the complaint may be escalated as follows:

### **Level 1 – Customer Support**

Email: [support@23finverse.com](mailto:support@23finverse.com)

### **Level 2 – Customer Experience Manager**

Email: [grievance@23finverse.com](mailto:grievance@23finverse.com)

### **Level 3 – Nodal Officer**

Email: [nodalofficer@23finverse.com](mailto:nodalofficer@23finverse.com)

If the complaint remains unresolved after exhausting the Company's internal grievance process, customers may approach the appropriate statutory or regulatory authority, where applicable.

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## 6. Complaints Relating to RBI-Regulated Products

Where 23 Finverse facilitates or distributes products or services offered by entities regulated by the Reserve Bank of India (RBI), complaints relating to such products shall first be addressed through the grievance redressal mechanism of the relevant regulated entity.

Where required by applicable regulations, customers may subsequently approach the appropriate RBI grievance or ombudsman mechanism after completing the prescribed internal grievance process.

23 Finverse shall assist customers by directing them to the appropriate complaint channel where reasonably practicable.

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## 7. Insurance Complaints

For insurance products distributed through the Platform:

- Customers should first raise the complaint with the relevant insurance company.
  - Where applicable, 23 Finverse shall assist customers in coordinating with the insurer.
  - If the complaint remains unresolved, customers may approach the appropriate grievance mechanism available under applicable insurance regulations, including the Insurance Ombudsman, subject to eligibility and procedural requirements.
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## 8. Mutual Fund Complaints

For mutual fund investments facilitated through the Platform:

- Customers should initially contact the concerned Asset Management Company (AMC), Registrar and Transfer Agent (RTA), or other designated service provider.
  - Where applicable, 23 Finverse shall facilitate communication with the relevant intermediary.
  - Customers may pursue remedies available under applicable securities regulations if the complaint remains unresolved.
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## 9. Consumer Forum

Nothing in this Policy limits a customer's statutory rights.

Customers retain the right to seek remedies under the **Consumer Protection Act, 2019**, including by approaching the appropriate Consumer Disputes Redressal Commission, where applicable.

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## 10. Ombudsman

Where a complaint relates to products or services regulated by a statutory authority that provides an Ombudsman or similar grievance mechanism, customers may approach the relevant Ombudsman after fulfilling the prescribed eligibility conditions and completing the applicable internal grievance process.

The availability, jurisdiction, and procedures of any Ombudsman scheme shall be governed by the applicable laws and regulations.

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## 11. Nodal Officer

23 Finverse has designated a Nodal Officer to oversee customer grievance handling and regulatory compliance.

### **Nodal Officer**

23 Finverse

Email: [nodalofficer@23finverse.com](mailto:nodalofficer@23finverse.com)

Registered Office: 5<sup>th</sup> Floor Esplanade One Mall Rasulgah Bhubaneswar Odisha 751010

The Nodal Officer shall:

- Oversee grievance resolution.
  - Monitor complaint handling timelines.
  - Ensure regulatory compliance.
  - Review escalated complaints.
  - Recommend corrective actions for recurring issues.
  - Coordinate with regulators where required.
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## 12. Complaint Investigation

Each complaint shall be investigated objectively based on available records and relevant information.

The Company may:

- Request additional information from the customer.
- Review transaction records.
- Consult internal teams or service providers.
- Conduct technical or compliance reviews where necessary.

Customers are expected to provide accurate information to facilitate timely resolution.

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## 13. Confidentiality

All grievance-related information shall be handled confidentially and used solely for investigation, resolution, regulatory compliance, and service improvement.

Access to complaint records shall be restricted to authorized personnel.

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## 14. Record Keeping

23 Finverse shall maintain appropriate records of:

- Complaints received.
- Investigation findings.
- Actions taken.
- Resolution dates.
- Escalations.
- Customer communications.

Complaint records shall be retained in accordance with applicable legal, regulatory, and operational requirements.

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## 15. Policy Review

This Policy shall be reviewed periodically to ensure continued compliance with applicable laws, regulatory requirements, and business practices.

23 Finverse reserves the right to amend this Policy at any time. Updated versions shall become effective upon publication on the Platform or other official communication.

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## 16. Contact Information

For any grievance or complaint, please contact:

**23 Finverse**

**Customer Support:** [support@23finverse.com](mailto:support@23finverse.com)

**Grievance Officer:** [grievance@23finverse.com](mailto:grievance@23finverse.com)

**Nodal Officer:** [nodalofficer@23finverse.com](mailto:nodalofficer@23finverse.com)

**Website:** [www.23finverse.com](http://www.23finverse.com)

**Registered Office:** [Insert Registered Office Address]