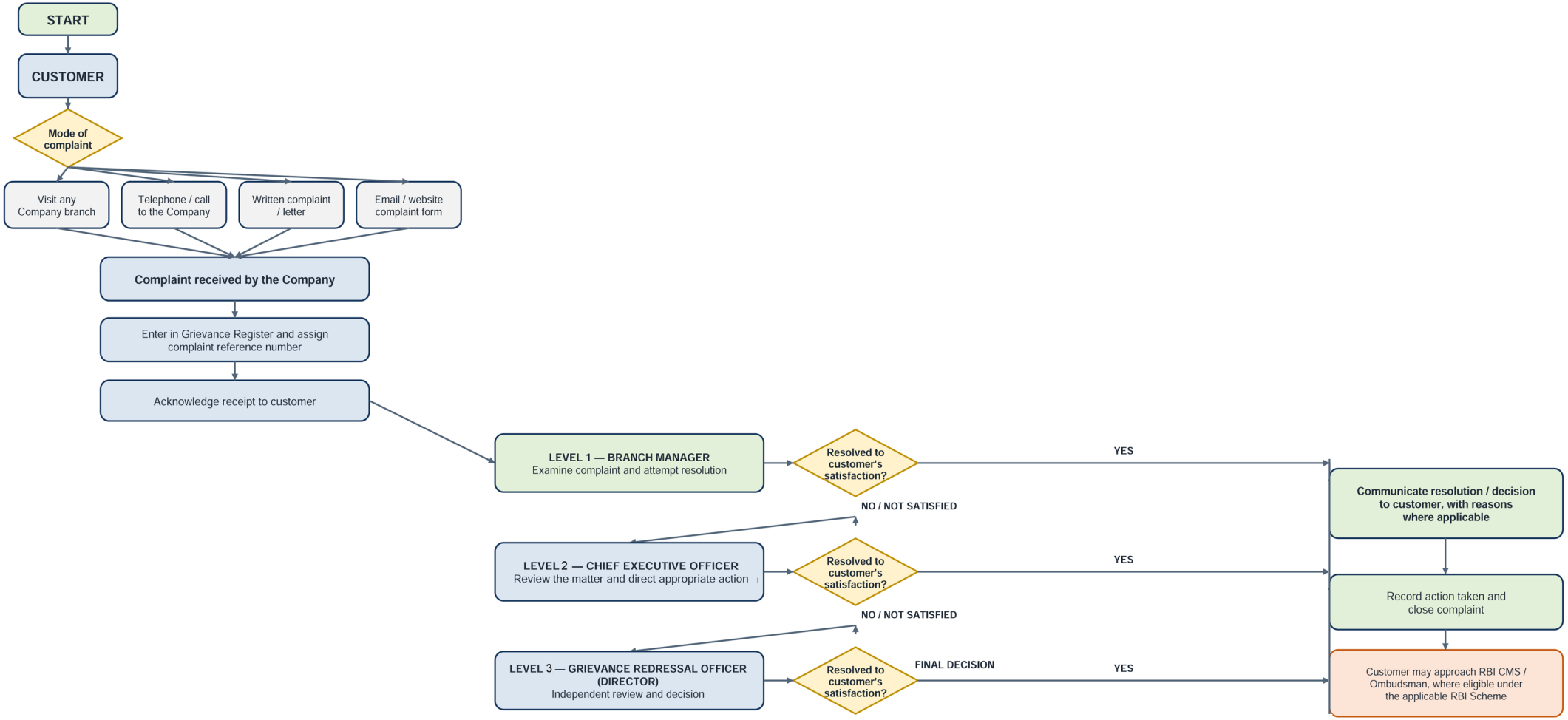
DEEDI FINANCIAL SERVICES PRIVATE LIMITED

CUSTOMER GRIEVANCE REDRESSAL MECHANISM



ESCALATION HIERARCHY

1st Level — Branch Manager

2nd Level — Chief Executive Officer

3rd Level — Grievance Redressal Officer (Director)

Complaints shall be handled within applicable regulatory timelines. If unresolved or if the customer is dissatisfied, the complaint may be escalated to the next level.

The Company shall maintain records of complaints, acknowledgements, examination, decisions and action taken.