

## **Grievance Redressal – Resolution Framework for COVID 19 related stress**

With reference to the guidelines dated 1<sup>st</sup> October, 2020 by Indian Banks' Association on the resolution framework for COVID 19 related stress, Trident Microfin Pvt Ltd has effective system in place to address any grievances raised, out of the application for restructuring / ex-gratia related and with respect to their loans with company, by the borrowers under the Resolution Framework guidelines issued by the Reserve Bank of India on Resolution Framework for COVID-19-related stress on August 6, 2020 and September 7, 2020.

### **For Grievances**

- Trident shall maintain quick turnaround time frames in handling and resolving the customer complaints.
- Customer's complaint or a grievance about Trident with regards to resolution framework Customers can contact on our customer care/customer support number: 9963083390 between 10am and 6pm on all working days to raise any queries / grievances.
- Also customers can visit our branch offices / email us as at: [info@tridentmicrofin.com](mailto:info@tridentmicrofin.com)
- Customer can write to Address:

### **Grievance Redressal Officer – HO**

Trident Microfin Pvt Ltd,  
#11-4-189/4, Plot No.19, IInd Floor, Above  
Jaimatha Dresses, Road No.6, Venkateshwara  
Colony, Saroornagar, Hyderabad. 500035.

If customer complaint / dispute is not redressed within a period of 10 days he /she may appeal to the Nodal officer

### **Nodal Officer**

In case of delay / no response from our customer support, customers can email us at: [satish@tridentmicrofin.com](mailto:satish@tridentmicrofin.com)

If customer complaint / dispute is not redressed within a period of 10 days he /she may escalate to the in charge -Escalation

### **Escalation Matrix**

In case of delay / no response from our nodal officer, customers can email us at:

| <b>Contact Person Name</b> | <b>Escalation Levels</b> | <b>Email ID</b>  |
|----------------------------|--------------------------|--|
| R.Sathish Kumar            | Level-1                  | <a href="mailto:satish@tridentmicrofin.com">satish@tridentmicrofin.com</a>           |
| MD.Afroz                   | Level-2                  | <a href="mailto:afroz@tridentmicrofin.com">afroz@tridentmicrofin.com</a>             |
| P. Kishore Kumar           | Level-3                  | <a href="mailto:kishorepuli@tridentmicrofin.com">kishorepuli@tridentmicrofin.com</a> |

If customer complaint / dispute is not redressed within a period of one month, he /she may appeal to

The Officer-in-charge,  
Reserve Bank of India,  
Department of Non-Banking  
supervision, Hyderabad.