

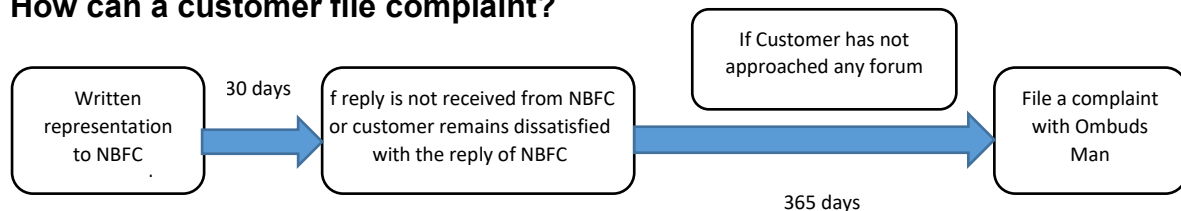
## Ombudsman Scheme for Non-Banking Financial Companies, 2018

### Salient Features

#### Grounds for filing a complaint by a customer:

- Interest/Deposit not paid OR paid with delay
- Cheque not presented OR done with delay
- Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.
- Notice not provided for changes in agreement, levy of charges
- Failure to ensure transparency in contract/loan agreement
- Failure/ Delay in releasing securities/ documents
- Failure to provide legally enforceable built-in repossession in contract/ loan agreement
- RBI directives not followed by NBFC
- Guidelines on Fair Practices Code not followed

#### How can a customer file complaint?



#### How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature
- Promotes settlement through conciliation  If not reached, can issue Award/Order

#### Can a customer appeal, if not satisfied with decision of Ombudsman?

**Yes**, If Ombudsman's decision is appealable  Appellate Authority: Deputy Governor, RBI

#### Note:

- This is an Alternate Dispute Resolution mechanism
- Customer is at liberty to approach any other court/forum/authority for the redressal at any stage

**Refer to [www.rbi.org.in](http://www.rbi.org.in) for further details of the Scheme**

VFS Customers can send their written representation to The Principal Nodal Officer/ Grievance Redressal Officer at the below address

Ms. Shilpa Bhat  
Volvo Financial Services India (Private) Limited  
#65/2, Bagmane Teck Park, Block-A,  
5th Floor, Parin Building  
CV Raman Nagar, Bangalore 560093  
Email: [shilpa.bhat@volvo.com](mailto:shilpa.bhat@volvo.com)  
Phone: +91 80 6691 2000