

Customer Grievance Redressal Mechanism for ITFS

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RXIL Global IFSC Limited
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Version History

Ver	Date	Updated By	Reviewed By	Approved By	Reason
1.0	November 2022	Richa Sharma Indrajit Samanta	Ketan Gaikwad	Internally	Initial Document
2.0	February 2024	Richa Sharma	Director	Board	Amendment and Updation

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1. Definitions

1. "ITFS" – International Trade Financing Services as per applicable Laws.
2. "Parties" / "Participants" means Exporter, Importer, Financier or any other Participant / service provider registered on the ITFS platform.
3. "Grievance" shall mean and include complaint, disagreement etc. arising out of or in connection with the practices, procedures and codes, followed by Company in its dealing with the Parties.

2. Objective

To lay down a mechanism to enable the Parties to lodge/escalate their complaints/grievances with respect to the RXIL Global ITFS platform and provide resolution mechanism thereof.

3. Scope

Only complaints/ grievances pertaining to the ITFS platform will be covered under this Mechanism and the following will not be part of the Mechanism:

- Any complaint/grievance/disagreement/dispute between the Exporter and Importer - including in relation to any goods or services provided by the Exporter to the Importer
- Non-performance of any respective obligations of the Exporter or the Importer in relation to any transactions undertaken on the ITFS platform
- Non-performance of any respective obligations between the Importer and the Financier
- Any other type of complaint/ grievance as and when may be defined by the Company or applicable Law.

All such disputes or proceedings should be resolved outside the ITFS platform without any reference or recourse to the Company.

4. Process

4.1 All the complaints/ grievances relating to the ITFS platform can be sent via following mediums-

- a) By sending an email at grievance@rxilglobal.com or
- b) By filling out the complaint form available on the RXIL Global website (<https://rxilglobal.com/complaints-grievance/>).
- c) Submitting a written complaint on the address given below:

Compliance Officer
Unit No. 419/Cabin No.5, 4th Flr,
PRAGYA Bldg No. 15A, Road 11, Zone 1,
Gift City Gandhinagar GJ 382355 IN

4.2 Complaint/grievance must clearly spell out the name of the complainant, area of complaint and specific instances of the cause of grievance/complaint.

4.3 Anonymous complaints will not be entertained.

4.4 Auto response email/ acknowledgment email quoting unique ticket number will be sent to the complainant and in case of written complaint, acknowledgement will be sent within three (3) working days of receipt of complaint by quoting unique ticket number. Action will be initiated immediately to have the grievance resolved within a maximum period of three weeks.

4.5 Escalation matrix for complaint resolution: contact information and escalation levels-

Escalation Level	Resolution Timeframes and Escalation Steps	Authority Responsible
Stage 1	Response to be provided within 7 working days.	Compliance Officer Unit No. 419/Cabin No.5, 4th Flr, PRAGYA Bldg No. 15A, Road 11, Zone 1, Gift City Gandhinagar GJ 382355 IN Email: grievance@rxilglobal.com
Stage 2	If the query remains unresolved within 7 working days, then it will be escalated to the Nodal Officer who will respond within 15 days.	Nodal Officer Unit No. 419/Cabin No.5, 4th Flr, PRAGYA Bldg No. 15A, Road 11, Zone 1, Gift City Gandhinagar GJ 382355 IN Email: cs@rxilglobal.com
Stage 3	If the query remains unresolved for more than 15 days, then it will be escalated to the Principal Officer of RXIL who will respond within 21 days.	Principal Officer or Designated Director Unit No. 419/Cabin No.5, 4th Flr, PRAGYA Bldg No. 15A, Road 11, Zone 1, Gift City Gandhinagar GJ 382355 IN Email: richa.sharma@rxil.in ketan.gaikwad@rxil.in

4.6 RXIL Global will ensure that, on the ordinary course, redressal of the complaint takes place expeditiously and, in any case, within a maximum period of three weeks. However, if for any reason RXIL Global is unable to redress the grievance within three weeks, the complainant will be informed of the reasons and the action taken for early redressal.

4.7 Grievance query types, turnaround time (TAT) and categorization:

Type of Grievance Query	Turnaround time (TAT)	Category
Account Locked/Password Reset/Email Id Change/Email Id Notifications not received/Mobile No or Contact No change	Within 2 working days	High

Location Addition/Change of Address/ Fees related/Balance Confirmation/Invoice/ bill not visible/Proforma Invoice Related	Within 3 working days	Medium
Bank change request/Exporter or Importer or Financier Registration related/Addition or Deletion of Admin/Authorized Official	Within 5 working days	Medium
Invoice/ bill amount related query or any other query	Within 7 working days	Low

- 4.8 The complainant will be kept informed of the action taken, the reasons for delay if any, in redressal and the progress in redressal of grievance.
- 4.9 The complaints received will be analyzed from all possible angles. All efforts will be made to resolve each complaint received generally within the stipulated time.
- 4.10 The Director of the Company will yearly review the functioning of the mechanism as well as major areas of grievances. If need be, the Director can take necessary actions/ measures to improve the services / areas of grievances.
- 4.11 Any unaddressed customer grievance or delay in resolving grievance beyond TAT is reported to the Board of Directors on a yearly meetings.
- 4.12 The necessary record of complaints/grievances received by the Company and action / resolution thereof will be maintained at the registered office of the Company.

5. AWARENESS

Publicizing Customer Grievance Redressal Mechanism	<ul style="list-style-type: none"> ▪ The Customer Grievance Redressal Mechanism is appropriately displayed on the RXIL Global Website to spread its awareness among its participants
Sensitizing Staff on Handling Grievances	<ul style="list-style-type: none"> ▪ The RXIL Global staff will undergo regular training to ensure that participant's queries and grievances are handled properly ▪ They will be encouraged to work in a manner which will help RXIL Global in improving customer experience and building the trust

6. Registration & Tracking of Complaints

Registration of Complaint	<ul style="list-style-type: none"> ▪ Submit complaint / suggestion to RXIL Global vide email / written complaint. ▪ Grievances received through emails <grievance@rxilglobal.com>
Complaint Ticket Number	<ul style="list-style-type: none"> ▪ Auto response for the complaints received via email by assigning unique ticket number. ▪ An acknowledgement will be sent for written complaints within five (5) working days
Tracking of Complaint	<ul style="list-style-type: none"> ▪ Unique ticket number will be used for future reference and monitoring/ tracking purpose

Status Report	▪ Status Report will be reported to the Advisory Committee yearly
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7. RXIL Global Support to Financiers in case of Default by Importer/ Exporter

Defaults, if any, by any Importer or Exporter towards the repayment of its obligations to Financiers in respect of the financing transactions on the ITFS platform will be outside the scope of this mechanism and will be addressed/ enforced by the parties concerned through legal mechanism outside the ITFS platform.

However, the ITFS platform will provide necessary information/ documents to financiers to proceed against the Importer / Exporter involved in default. RXIL Global will share the following information with the concerned financier:

- 1) Master Agreement entered between RXIL Global and the concerned Participant (Exporter/ Importer) as also the applicable business rules/general conditions etc.;
- 2) Audit Trail of the information of the financing/ factoring transactions involved in default;
- 3) Such other information/documents as may be directed by the court/authority of competent jurisdiction.
