

## **Grievance Redressal Mechanism**

5<sup>th</sup> February 2022

### **1. Introduction**

At Spocto, we believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. We also believe that sometimes the service provided by us might not be up to expected standards and customers / clients might be inconvenienced because of this. It is also possible that some issues might be beyond the scope of our services and/or the grievance might be of an issue, which cannot be addressed. This policy document seeks to address all these issues and provide a redressal mechanism for all the scenarios. This system would ensure that the redressal sought is just and fair and is within the given framework of rules and regulation.

### **2. Description of Service**

Credit Monitor is India's leading credit advisory service. We help maintain a good credit score, resolve queries about existing debts and help settle disputed debts. Credit Monitor is a Brand name and Intellectual property of Spocto Solutions Pvt. Ltd.

### **3. Machinery to handle such complaints/grievances**

- a. Customers / Clients who wish to provide feedback or send in their complaint may use the following channels between 10:00 am and 7:00 pm, from Monday to Friday and 10:00 am to 7:00 pm, on Working Saturdays (1st and 3rd Saturdays in a month exempting national holidays)
  - i. Call our Grievance Redressal Helpline on (+91 8433938150) and speak to grievance support personnel Namita Solanki (or)
  - ii. Email us at [grievance.redressal@creditmonitor.in](mailto:grievance.redressal@creditmonitor.in)