



Fort Finance Limited

A Wing, 304/305, 3rd Floor, Rustomjee
Central Park, Opp. Kanakiya
Wall Street, Andheri (East),
Mumbai – 400059

CIN : U6720MH1995PLC088259

| www.fortfinance.in | customercare@fortfinance.in

GRIEVANCE REDRESSAL POLICY

INTRODUCTION

FORT FINANCE LIMITED (FFL) is a public company, having Corporate Identification Number (CIN) U67120MH1995PLC088259 and is registered with the Reserve Bank of India as a Non-Deposit taking Non-Systemically Important Non-Banking Finance Company (NBFC-ICC) (Investment and Credit Company). FFL has been classified as a NBFC - Base Layer as per the Scale Based Regulations (SBR) and has a valid Certificate of Registration (CoR) number 13.00666 issued on 20/04/1988 by the Reserve Bank of India enabling the Company to carry on its business as a Non-Banking Finance Company.

The Company recognises its responsibility towards its customers and in line has adopted a Grievance Redressal Policy to enable its customers to lodge their Queries / complaints / grievances &/or give their feedback / suggestions, in relation to their interactions with the Company, including financial assistance, the policy is in line with the Fair Practices Code as adopted by the Company and the terms of vide which the RBI has revised the guidelines on Fair Practices Code for NBFCs as per the Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2025 including statutory modifications thereof.

OBJECTIVE OF THE POLICY

The Grievance Redressal Policy is put in place to ensure prudent management of Customers' interest and to comply with the Fair Practices Code prescribed by the Reserve Bank of India.

PROCESS

The Company has a system and a procedure for receiving, registering and redressal of complaints and grievances, as reproduced below:

1. Complaint

A Customer/Borrower may lodge his/her complaint pertaining to deviations from standard norms and practices, behaviour of personnel, products and services, non-adherence to Fair Practices Code, etc. to the Grievance Redressal Officer (GRO) i.e. the Mr. Paresch Radadiya Director of the company.

The Customer/Borrower may submit their grievances:

A. Through Letter:

The Customer/Borrower may write to the Company at its Office, as per the details given below:



Correspondence Address :
4th Floor, Rustom Building,
29, Veer Nariman Road, Fort,
Mumbai – 400 001



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Grievance Redressal Officer (GRO) – Mr. Paresh Radadiya Director of the company:

Registered Address:

304, 3rd Flr, Rustomjee Central Park, Andheri Kurla Rd.,
Opp. Kanakia Wall Street, Andheri East,
Bandra Suburban, Mumbai – 400059

Corporate Office:

4th Floor, Rustom Building 29, Veer Nariman Road,
Fort, Mumbai, Maharashtra, India, 400001
The Office of the Company shall remain open during 09:30 a.m. to 06:00 p.m. from Monday to
Friday, except public holidays.

B. Through E-mail:

The Customer/Borrowers may also submit their grievances through email at customercare@fortfinance.in by giving full disclosures and details of the complainant. Complaints received by e-mail shall be acknowledged by e-mail.

The Customer/Borrowers who has raised a grievance through any of the aforesaid mode, shall receive an acknowledgement of receipt of such complaint within 2 working days.

2. Redressal

The Complaints received through the aforementioned modes, shall be disposed of within a period of 1 month from the date of receipt of the Complaint.

If the complaint is not redressed within the aforementioned period, the customer may appeal to the Officer-in-Charge of the Regional Office of Reserve Bank of India under whose jurisdiction the Company is registered at the below mentioned address:

Suggested: If the complaint is not redressed within one month or if the customer is dissatisfied with the resolution, the customer may approach the Officer-in-Charge of the Regional Office of the Reserve Bank of India under whose jurisdiction the Registered Office of the Company falls, at the address notified by the Reserve Bank of India from time to time.

Officer-in-Charge
Reserve Bank of India
General Manager/Deputy General Manager,



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Department of Non - Banking Supervision,
Cuffe Parade, Mumbai 400001

DISCLOSURE

The Company shall for the benefit of its customers/borrowers, display the following information prominently, at its registered office and at all of its places of business:

Grievance Redressal Officer (GRO) i.e. Mr. Paresh Radadiya Director of the company

E-mail: info@fortfinance.in

Tel: 8655444725

The Company shall also place the Fair Practices Code on the website of the Company.

REPORTING TO THE BOARD OF DIRECTORS

1. A Summary of the Customer/Borrowers Grievance Report along with actions initiated and the status of the Complaint shall be reported to the Board of Directors every quarter. The report shall contain information like, the total number of complaints received, resolved and pending, with reasons thereof and any other material information, as required.
2. The grievance redressal mechanism shall ensure that all disputes arising out of the decisions of lending institution's functionaries are heard and disposed of at least at the next higher level.
3. The grievance redressal mechanism shall ensure that disputes arising from decisions of the Company's officials are reviewed at the next higher level i.e. Mr. Dinesh Mange Principal Nodal Officer.

AMENDMENT

The Board of Directors of the Company reserves the power to review and amend this Policy from time to time, subject to revision / amendment in accordance with applicable laws as may be issued by relevant statutory, governmental and regulatory authorities, from time to time.

Adoption/Amended	Authority	Date
Adoption	Board of Directors	29 th July 2026



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