

HEDGE FINANCE LIMITED

CONSUMER GRIEVANCE ESCALATION MECHANISM

LEVEL 1

The first level to resolve complaints is the Branch Manager



LEVEL 2

If the complaint remains unresolved within 3 working days at the Branch level, it is to be forwarded to

CGRO (DVP, Operations Dept, HO)



LEVEL 3

Complaints which are not resolved within 15 working days from the date of receipt of complaints at level 2 shall be forwarded to CEO of the company for resolving the same.