

**SATIN Housing Finance Limited**  
**GRIEVANCE REDRESSAL POLICY**

**Grievance Redressal:** In the unlikely event that you are not satisfied with our services, you can register your grievance for redressal of concern.

<b>Grievance Redressal</b>	
<b><i>First Level</i></b>	
E-mail ID to lodge the complaint	<a href="mailto:sachin.sharma@satinhousingfinance.com">sachin.sharma@satinhousingfinance.com</a>
Contact # to lodge the complaint	0124 - 4346200
Resolution time	15 working days
<b><i>Second Level</i></b>	
E-mail ID to lodge the complaint	<a href="mailto:contact@satinhousingfinance.com">contact@satinhousingfinance.com</a>
Contact # to lodge the complaint	0124 - 4346200
Resolution time	21 working days

In case the complainant is dissatisfied with the response received/ or where no response is received, the Complainant may approach the following contact details:

Complaint Redressal Cell,  
Department of Regulation & Supervision,  
National Housing Bank,  
4th Floor, Core-5A, India Habitat Centre,  
Lodhi Road, New Delhi-110003  
or E-mail at [crcell@nhb.org.in](mailto:crcell@nhb.org.in)

**Disclosure:** The Company is authorized to disclose from time to time any information relating to the loan to any Credit Bureau (existing or future) approved by Govt of India or any authority as may required from time to time without any notice to the customer.

It is hereby agreed that for detailed terms and conditions of the loan, the parties hereto shall refer to and rely upon loan agreement and other security documents executed/ to be executed by them. The details contained in this document may be subject to change as per company policy and in line with the terms contained in the Loan Agreement.

The above terms and conditions have been read by the borrower/s/ read over to the borrower by Mr/ Ms ..... of the Company in Borrower(s) vernacular language and have been understood by the Borrower/s.

Signature or thumb impression of the Borrower(s)/  
Guarantor(s)

Signature & Name of the authorized person  
**SATIN Housing Finance Ltd**

*Note: 1. Duplicate copy of the MITC should be handed-over to the borrower/s.  
2. Acceptance of MITC to be obtained from the Borrower/s for processing disbursement.*