

**NIPPON LIFE INDIA ASSET MANAGEMENT LIMITED -IFSC BRANCH**

<b>DOCUMENT NAME</b>	<b>Customer Complaints &amp; Grievance Redressal Policy – NAM India IFSC Branch</b>
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**Policy Governance**

Last reviewed on	June 2024
Approval Path	IFSC Branch Compliance Function → Operations Dept → BOD
Governing / Guidance Document	IFSCA (Fund Management) Regulations, 2022 (As amended up to 11th April 2023) and IFSCA Circular on Complaint Handling and Grievance Redressal by Regulated Entities dated December 02 2024.

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**1. Overview:**

1.1. NAM India GIFT City branch has received the license as Registered FME (Non-Retail) from the IFSCA under (Fund Management) Regulations, 2022. Para 13 of IFSCA (Fund Management) Regulations, 2022 (As amended up to 11th April 2023) stipulates “**Terms and conditions of registration**” which states that a Fund Management Entity (FME), including its CEO / Directors / Designated Partners / Partners, Principal officer / KMPs while carrying out their activities, shall strictly adhere to the guidelines and circulars issued thereunder for Regulated Entities recognized /registered/licensed by the IFSCA.

1.2. Nippon Life India Asset Management Ltd. – IFSC branch (namely NAM India IFSC Branch) is an overseas of Branch of Nippon Life India Asset Management Ltd. (NAM India) set up in Gujarat International Finance Tech City (GIFT City) in terms of the provisions of the International Financial Services Centres Authority (IFSC) Act, 2019 and registered with the IFSCA under IFSC (Fund Management) Regulations, 2022.

1.3. NAM India (Head Office) being a retail fund house always follow customer centricity as a core objective across all products and services. Same approach has been adopted for NAM India IFSC branch. It is always an endeavor to provide the best of our services to our investors and distributors across the globe. NAM India IFSC branch will ensure easy access to information on our products and services and help in getting grievances redressed accurately & efficiently.

1.4. This policy document promulgates to establish and maintain effective procedures, systems, and controls to address or redress customer complaints or queries or grievances effectively and timely manner.

## **2. Regulatory Framework**

2.1. IFSCA vide circular dated December 02, 2024, has issued the guidelines on “Complaint Handling and Grievance Redressal” by Regulated Entities in the IFSC GIFT City. Guidelines under the circular shall apply to all entities regulated by IFSCA dealing with any Consumer/Customer other than their Group Entities.

2.2. Paragraph 138 of IFSCA (FM) regulations stipulates that the IFSCA may inquire into the complaints received from the investors, clients, other market participants, or any other person on any matter having a bearing on the activities of the Fund Management Entity (FME).

2.3. Further, paragraph 143 also states that if a FME fails to resolve the complaints of investors or fails to give a satisfactory reply to the IFSCA, it may take necessary action as deemed fit including suspension or cancellation of registration.

2.4. Paragraph (d) of Part-C of Third Schedule "Code of Conduct and Obligations" stipulates that Principal Officer shall periodically review the investor complaints received and shall ensure immediate redressal of the same by the NAM India IFSC branch.

2.5. Also, KMP designated as compliance officer of the NAM India IFSC branch shall be responsible for monitoring the compliance of the Act, rules and regulations, notifications, guidelines, instructions, etc., issued by the IFSCA and ensure redressal of investors grievances immediately.

## **3. Definitions**

3.1 “Complaint Redressal Appellate Officer” shall be a senior level person of the Regulated Entity designated for handling appeals of consumers against the decision taken by the Complaint Redressal Officer of the Regulated Entity;

3.2 “Complaint Redressal Officer” shall be an employee of the Regulated Entity responsible for handling of complaints received from its consumers;

3.3 “Customer” or “Client” for the purpose of these Guidelines shall mean a person who is engaged in a financial transaction or activity with a Regulated Entity and includes a person on whose behalf the person engaged in the transaction or activity, is acting;

3.4 "Group Entity" means an entity of a business group that consists of a parent company or of any other type of legal person exercising control over the rest of the group, together with branches and/or subsidiaries;

3.5 “Non-retail” consumer means a person that is considered as a “non-retail” under the regulatory framework specified by the IFSCA;

Explanation I: Where the differentiation between “retail” vs. “non-retail” has not been specified in the regulations issued by the Authority for any specific business activity, the non-individual consumers shall be considered as “non-retail” consumers for the purpose of this circular.

Explanation II: All the investors participating in a scheme launched by a registered FME (Non-retail) or Authorised FME shall qualify as “non-retail” consumers.

3.6 “Professional Consumer” shall mean an accredited investor as specified in the IFSCA guidelines;

3.7 “Regulated Entity” means a unit/entity which has been granted license, recognition, registration or authorisation by the IFSCA;

3.8 “Retail Consumer” for the purpose of this circular shall mean a consumer of a Regulated Entity other than Professional Consumer and non-retail consumer.

#### **4. Objectives of the Policy:**

4.1. The object of this policy is to lay down a transparent customer complaint management process for NAM India IFSC Branch. The policy covers all aspects relating to complaint/queries handling/ viz, recording Resolution, escalation, etc.

4.2. NAM India (parent company) has implemented Customer Relationship Management Software (CRM –Software) for recording and monitoring of the complaints/queries received across the branches/departments in the company.

4.3. The software implemented is web-based and all complaints received are recorded in a centralized database. As per the complaint / query handling procedure all the cases logged the software need to be resolved within the time frame as prescribed.

4.4. This policy is also governed by internal policies issued by NAM India, and guidelines issued by the International Financial Services Centres Authority (IFSCA) from time to time.

4.5. NAM India IFSC branch lays emphasis on the following aspects in management of complaints / queries:

- Satisfy Investors queries / issues in a timely manner and provide resolutions appropriately,
- All customers to be always treated fairly and without bias
- Keeping Customer’s first approach and to be treated with courtesy,
- Issues are resolved with empathy and care.
- Improve Investors’ experience.
- Redefine internal processes to build Customers connect on long term basis.
- Customers are made completely aware of avenues to escalate their grievance within the NAM India IFSC Branch and their rights to alternate remedies if they are not fully satisfied with the reasons or resolution to their grievance,
- The employees shall work in good faith and without prejudice to the interest of the customer.

4.6. The NAM India / IFSC branch ensure that not only all the complaints / queries received are recorded and resolved, along with an effective monitoring / escalation mechanism to the senior management.



**5. Scope of the Policy:**

5.1. This policy covers the processes to capture grievance, queries, error or omission, resolution, review and closure of all grievances / queries received at NAM India IFSC branch including through service providers, fund administrator, relationship managers, business development team etc. In the policy wherever the word “Customer” has been used, it covers Investors as well as Distributors and all the concerned stakeholders.

**Complaints and Queries**

Mentioned below is the definition of a Query and Complaint, for logging into the Customer Relationship Management software (CRM Software). It is to be noted that the examples mentioned below are illustrative and not exhaustive:

**A Query is (illustrative only):**

1. Any doubt enquiry
2. Customer is seeking/cross-checking/asking clarification/ or more information
3. Customer is enquiring/ cross checking before the specified TAT for service
4. Customer is checking status/progress
5. Customer is making the request (e.g., Services)

**Examples of queries (illustrative only):**

- Non-receipt of Account Statement (Within TAT);
- Query on account opening status (within TAT);
- Query on on-boarding status;

**Indicative list of matters may not be considered as ‘complaint’:**

- Anonymous complaints (except whistleblower complaints),
- Incomplete or un-specific complaints,
- Allegations without supporting documents,
- Suggestions or seeking guidance/explanation,
- Complaints on matters not relating to the financial products or services provided by the branch,
- Complaints about any unregistered/ un-regulated activity,
- References in the nature of seeking information or clarifications about financial products or services.

**A Complaint is (illustrative only):**

- 1 A grievance / protest / grumble,
2. Customer is disputing non-conformances of services/products/ processes
3. An error committed by the NAM India IFSC branch/fund administrator etc.

**Examples of complaints (illustrative only)**

- Address change request given not done (Outside TAT)
- Customer disputing on management fee / charges/deductions/etc.
- Customer claiming to have received rude / harsh calls
- Non-Receipt of Account Statement (Outside TAT)
- Delay in closure of Relationship (Outside TAT)
- Receipt of incorrect Statement by the Customer
- Customer Data Wrongly Captured
- Incorrect calculation of NAV
- Others.

**5.2. Modes of Receipt of Grievances/ Customer Access Points:**

Customers can make a complaint by telephone call, email or by contacting the Relationship Manager who is handing the customer relationship or through fund administrator etc.:

1. NAM India IFSC branch Calls
2. Service Providers like Fund Administrator
3. By mail, Customer can write to < [nliamgiftcustomerservice@nipponindiaim.com](mailto:nliamgiftcustomerservice@nipponindiaim.com) . The e-mail id will be displayed on the NAM India website
4. Letters or communications received at NAM India IFSC branch
5. Any Complaints or query through Regulator like IFSCA through their redressal system or directly to NAM India IFSC branch including their service providers.
6. Customer shall also be able to register complaints at the dedicated phone number of the Complaint Redressal Officer of IFSC branch, which will be mentioned in the NAM India website
7. Any complaints or queries
8. Any other source of complaints not covered above.

The grievances / queries may be received from the above-mentioned modes either directly from investors or through channel partners/distributors, or any other regulatory body or government agencies etc.

**5.3. Fundamentals of Grievance Redressal:**

- i. **Fairness:** The NAM India IFSC branch approach is to resolve all grievances in fairness.
- ii. **Transparency:** All efforts are made to provide correct and complete information to customers / investors while resolving the issue.
- iii. **Customer Education:** NAM India IFSC branch makes continuous efforts to educate it's customers to enable them to make informed choices regarding products, processes and services.



- iv. **Capturing Feedback:** The NAM India IFSC branch and its service provider like Fund Administrator captures 'Voice of customer' through various channels to gauge the satisfaction levels of customers / investors and work on enhancing the same.
- v. **Process Enhancement:** Various projects emanating from grievance / query analysis are taken up for improvement in NAM India IFSC branch internal processes and procedures.

#### **6. Process of Logging of Complaints/Queries in CRM system:**

- I. All cases (verbal or written) received at all customer touch points/units which remain unresolved/ not responded to the customer on the same day, are required to be logged into the CRM System. A Complaint Docket Number (CDN) is immediately allotted for all cases received. A day end review is made, and the items resolved are cross referenced in the CDN register against corresponding CDN Numbers. Cases where CDNs were issued to customers but the IFSC branch could not resolve/respond to customer issues on the same day due to some dependency/investigation, are logged in CRM for subsequent tracking of resolution/response.
- II. The system has the capabilities to assign a case to specific to IFSC branch
- III. The system has the capability to generate monthly & quarterly MIS of total complaints / complaints resolved / complaints outstanding etc.
- IV. The relevant customer type is to be selected in CRM while logging the case.
- V. The acknowledgement of the receipt of complaint should be communicated within 3 working days in writing to the customer by the designated employee.
- VI. In case of non-acceptance of complaint, the designated employee shall inform complainant the reason in writing within 5 working days.
- VII. The Final response will be submitted by:
  - **IFSC Branch:** If the resolution is to be sent to client by IFSC Branch. In that case the concerned RM or person designated by Senior Management will collect input resolution related information and prepare the resolution. Resolution will be reviewed by RM supervisor, IFSC branch Head, Compliance Officer before sending to the client. Resolution to the client will be sent by IFSC branch Head. After sending the resolution to client, the resolution unit or person designated will close the case in CRM.
  - Response will be sent to the customer's registered email ID as per Customer Communication Templates for IFSC Branch (Annexure 2)
- VIII. The CRM system has a two-level auto escalation mechanism in case of non-resolution within the prescribed time frame. This ensures effective resolution of cases within TAT. The escalation matrix is as per the organizational hierarchy of the initial resolver.
- IX. The information received from the complainant should be processed in strict confidentiality.

#### **6.1. Complaints Received through courts/Enforcement Agencies:**

- The same will be communicated to the Senior Management, Legal Team of the NAM India, IFSC branch Head and Customer Service Committee and to the respective stakeholders immediately.

- Based on the initial review by the IFSC Branch Head and concurrence from Legal Team (Head Office) and empaneled advocate (wherever necessary), a letter of acknowledgement will be sent within 3 working days or date given in the notice, whichever is earlier seeking time for resolution by Designated Complaint Redressal Officer /IFSC-Branch Head or through empaneled advocate as advised by the Head Office Legal function.
- Customer Complaints Redressal Officer along with the Customer Service Committee will investigate and submit findings to Senior Management, Legal Team (Head Office), NAM India-Operations Head, IFSC Branch Head, and to the respective stakeholders for their approval/concurrence.
- After obtaining necessary approval/confirmations as mentioned above, a Designated Complaint Redressal Officer or Empaneled lawyer (if advised by the Head Office Legal function) will send the response to the authority/agency.
- The IFSC Branch will update the Customer Service Committee, Senior Management and, LEGAL on developments.

#### **6.2. Customer Complaints received through the regulator-IFSCA GIFT City:**

- Letter from the regulator accompanied by Customer complaint letter if received by NAM India IFSC Branch,
- Complaint Redressal Officer of the IFSC Branch will review/verify the customer details and the details of complaint will be intimate to the concerned team/department,
- The same will be communicated to Legal Team, Senior Management, Compliance officer of the IFSC Branch, IFSC-Branch Head, Operations Head, and to the respective stakeholders immediately,
- Basis initial review, the Complaint Redressal Officer/ IFSC Branch Head will send a letter of acknowledgement within 3 working day to the regulator seeking time for resolution,
- The Designated Complaint Redressal Officer and the Customer Service Committee will investigate and submit draft response to Legal Team, Head Business, Customer Service Committee (Head Office), and IFSC Branch Head for approval.

6.3. Post such review and approval, IFSC Branch will submit the response to the customer and forward the same to regulator at the earliest (not later than 10 working days).

#### **7. Assignment of Complaints / Grievance received:**

As per pre-defined assignment logic at “category level” in CRM, the case gets assigned to the team concerned for resolution. Either it will be assigned to the internal stake holders like Operations / Compliance / Risk team etc. or to its service provider like Fund Administrator and resolution shall be recorded and communicated to the Customer / Investor as per the process defined in the para 6 above.

In case if required, the resolution team will analyze the case and in the event of any clarification or further information is required, the case will be referred back to the creator of the case with detailed comments on Information or clarification sought. Else, resolution team will endeavor to resolve the case accurately, within a stipulated TAT, by posting detailed resolution comments in CRM.

For cases where approvals are required, resolver will keep such cases in “WIP” status as defined in CRM and coordinate with personnel concerned to obtain requisite approval/confirmation.

**Financial Approvals** – For cases where resolution requires financial approval, approval will be done by the following personnel as per approval limits defined below:

Approval Limit	Approval Authority
Upto USD 500	Chief Officer – Operations & Customer Service
Above USD 501to 1000	Chief Officer – Operations & Customer Service with a copy to CFO and CEO
Above USD 1001	Chief Officer – Operations & Customer Service, CFO and CEO

Once the case is resolved, the case will automatically get assigned to the creator of the case for initiating the next step in resolution process.

### **8. Process of Compliant Resolution, Intimation and Closure**

The creator of the case will analyze the resolution /comments in detail and validate the accuracy of resolution by checking relevant information with the service provider like Fund Administrator’s system or allied systems where resolution is updated. The case will be reassigned back to the resolver in case any discrepancy is resolved.

If resolution is accurate, creator will proceed to inform the resolution through phone, SMS or email to the complainant.

The creator will then proceed to close the complaint in CRM.

### **9. Daily Monitoring of Open Complaints & Escalation Matrix**

CRM system or its Service provider like Fund Administrator will trigger a detailed report to all stakeholders of NAM India IFSC branch who are part of the grievance capture and resolution process at the frequency specified in para 10 below including details on all open grievances that have been lodged and not resolved or are in the process of resolution but not closed.

Auto escalation of pending cases via email medium is done as per the matrix below if the case is pending beyond defined TAT.

Escalation To	Escalation Level	Trigger Timeframe
Reporting Manager 1	Level 1	1 day post breach of TAT
Reporting Manager 2	Level 2	3 days post Level 1
Head of Department	Level 3	6 days post Level 1

Overall, SLA adherence is calculated and reported for all closed complaints as per time taken from capture of grievance to last resolution given prior to closure of the case. This metric is reviewed monthly by functional and business heads.

#### **10. Turn Around Time (TAT)/Complaint Resolution Time.**

- TAT is prescribed for each category of complaints / queries and the same is recorded in the CRM system which helps monitor the timeliness of resolution. The system has the capabilities to assign a case to specific department / unit.
- If the resolution is going to take time beyond 15 days, then same has to be communicated in writing to the customer indicating reasons for delay in resolution and how the NAM India proposes to deal with it. Necessary updates on such complaints to be given to the senior management and all the stakeholders departments.
- The final response should be given by the resolving unit at the time of closure of the complaints in CRM.
- IFSC branch shall dispose of complaint preferably within 15 days but ordinarily not later than 30 days of acceptance of complaint. (Except court matters and the complaints routed through the regulator). The final response will be communicated by the resolution unit directly to the customer keeping the concerned RM in loop, IFSC Branch Head and Compliance Redressal Officer.
- The above TAT will not be applicable, if the complaint is anonymous.

#### **11. Complaint Management Procedure and MIS**

- The Resolving Unit is responsible for responses and corrective action and maintain the details of the complaints received at their end or through fund administrator.
- Respective departments will also be responsible for escalating issues/queries pending beyond the prescribed TAT to Senior Management indicating the reasons thereon.
- Publication of MIS of Complaints will be done every month by the Resolving Unit consolidating details of complaints received by the IFSC branch. The MIS may be published before 15<sup>th</sup> the succeeding month.
- The compensation for any customer claims will be decided basis deliberation between Operations Head & Compliance Redressal Officer.
- Any anonymous inquiries/complaint will be handled, investigated, and remedied by the Designated Complaints Redressal Officer in consultation with IFSC branch Head, Dy. Operations Head, and Customer Service Committee if required.
- Complaints of repetitive nature would be analyzed/investigated to implement preventive actions by Principal Officer to eliminate the chances of recurrence. These complaints would also be reviewed from the point of view of Process Improvements by the Complaint Redressal Officer.

#### **12. Role of Compliance Officer**

The Compliance Officer of the NAM India IFSC branch will also hold the position of the Customer Complaints Officer / Grievance Redressal Officer. He/she does not handle any operational or business responsibilities which may result in conflict of interest.

The compliance officer of a NAM India IFSC Branch shall ensure that handling and disposal of complaints by the branch are in accordance with the regulatory requirements specified by IFSCA.

### **13. Various Touch Points For Complaints/Appeal/Query:**

Investors having query/complaint on financial products or services being offer from IFSC Branch or unhappy with any of our services or having suggestion to improve our service offering may write to the IFSC branch on the following:

13.1. For query(s) on financial products or services:

- Principal Officer IFSC Branch –
  - Email: [mehul.shah@nipponindiaim.com](mailto:mehul.shah@nipponindiaim.com)

13.2. For Complaints pertaining to IFSC branch only –

- Complaint Redressal Officer IFSC Branch –
  - [Name: Mr. Vivek Kumar](#)
  - Email: [nliamgiftcustomerservice@nipponindiaim.com](mailto:nliamgiftcustomerservice@nipponindiaim.com)

13.3. Customer may write their suggestion/feedback with respect to our IFSC branch services offering on:

- [nliamgift@nipponindiaim.com](mailto:nliamgift@nipponindiaim.com)

13.4. Complaint Redressal Appellate Officer

If the customer is still not satisfied with the resolution received, can file an appeal to Complaint Redressal Appellate Officer at:

- Name: Mr. Mehul Shah
- Email: [nliamgiftcustomerservice@nipponindiaim.com](mailto:nliamgiftcustomerservice@nipponindiaim.com) and [mehul.shah@nipponindiaim.com](mailto:mehul.shah@nipponindiaim.com)

13.5. The name and contact details of the Complaint Redressal Appellate Officer and Complaint Redressal Officer shall also be prominently disclosed on the website of the IFSC Branch or on a dedicated webpage of its NAM India website under the heading “Complaint Handling and Grievance Redressal” so that investors including prospective investors may have online access to the relevant information about the NAM India IFSC branch.

13.6. **APPEAL MECHANISM**



**Appeal before the Complaint Redressal Appellate Officer:** If a complainant is not satisfied with the resolution provided by the IFSC Branch or if the complaint has been rejected by the IFSC Branch, the complainant may file an appeal before the Complaint Redressal Appellate Officer of the IFSC Branch preferably within 21 days from the receipt of the decision from the Complaint Redressal Officer. The Complaint Redressal Appellate Officer shall dispose of the Appeal within a period of 30 days.

### **13.7. COMPLAINT BEFORE IFSCA**

If complainant is not satisfied with the decision of the IFSC Branch and has exhausted the appellate mechanism of the IFSC Branch, he/she may file a complaint before the IFSCA through email to **[grievance-redressal@ifsc.gov.in](mailto:grievance-redressal@ifsc.gov.in)** preferably within 21 days from the receipt of the decision from the IFSC Branch.

### **14. Scope of the NAM India IFSC branch and its service provider like Fund Administrator would be as below:**

- Customer Interaction Analysis – All customer-initiated interactions are captured in the internal system / application. The NAM India IFSC branch will look at trends in term of volume and nature of interactions and identify outliers.
- Review of Route Cause Analysis (RCAs) done by NAM India IFSC
- Conventional customer touchpoints – NAM India IFSC branch and its service providers like Fund Administrator etc. will be in scope for learnings and corrections.
- NRIs / Foreign Nationals and Foreign Institutional Investors / Distributors Relationship – All Customers / Investors relationship actively working for NAM India IFSC branch and NAM India will be given an opportunity to share the VOC and/or area for improvements /Suggestions shared by the clients with respective dedicated team to meet their expectation.

#### **Source of information:**

- NAM India IFSC branch internal system / application and any other system provided by their service provider like Fund Administrator tool where all customer / investors' interactions get captured across channels, including social media.
- NAM India IFSC branch and / or its Fund Administrator's internal system where transactions of a Customer / Investor are getting captured along with all the necessary documents / communication.
- RCA dashboard by Operations team member of NAM India IFSC branch– Analysis of complaints and requests from regulatory bodies like IFSCA or any other regulatory authority and other escalation options made available to customers / investors and distributors wherever required.
- VOC & VOP – Customer & Distributors voice captured during dedicated engagement initiatives like the “Reach out” program.



## 15. Maintenance of Complaint Records and Reporting Requirements

**15.1 Maintenance of Records:** NAM India IFSC Branch shall maintain all records relating to handling of complaints, including the following:

- a) Complaints received and processed;
- b) All correspondence exchanged between the IFSC Branch and the complainants;
- c) All information and documents examined and relied upon by the IFSC Branch while processing of the complaints;
- d) Outcome of the complaints;
- e) Reasons for rejection of complaints, if any;
- f) Timelines for processing of complaints; and
- g) Data of all complaints handled by it.

NAM India IFSC Branch shall maintain records in electronic retrieval form for the same period as mandated by the Authority under the relevant and applicable regulations and circulars, handbooks, guidelines thereunder:

Provided that in case there is no specific mention of such time period, the record shall be maintained for at least six years from the date of disposal of complaint:

Provided further that in case of any pending litigation or legal proceeding relating to the complaint, the record shall be maintained for the applicable period, after final disposal of the proceeding.

**15.2 Reporting of complaints:** NAM India IFSC Branch shall have a section with heading “Complaint Handling and Grievance Redressal” in its Scheme Annual Report (refer para 134 of IFSC FM Regulations), if the entity is required to file an annual report for its business activities in the IFSC under IFSCA FM Regulations or other applicable laws.

This section shall also provide data of all complaints received, resolved, rejected and pending during the year in a tabular/ graphical format.

## **16. Policy Applicability & Review**

This Policy shall be effective from the date of the approval of Nippon Life India Asset Management Ltd’ Board of AMC onwards and **reviewed annually or as and when required.**

**Annexure –I****Responsibility for Complaint Resolution****1. NAM India Operation**

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
Operation	Dy.-Operation	Head-Operation

**2. Relationship Management Team**

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
RM	Sr. RM	Head

**3. Product**

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
Product Manager	Dy. Head Product	Head -Product

**4. Sales / Business Head**

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
Sales Manager	Dy. Business Head	Head -Business

**Annexure –II****Customer communication Template**

Dear Mr. / Ms. -----

This is with reference to your email dated -----received at our office.

At the outset, please accept our sincere apology for the inconvenience caused to while -----with us.

*Please highlight the nature of customer complaints and the resolution to all the concerns raised.*

In line with our focus and commitment to Customer Service, we trust the issue has been resolved to your satisfaction. If you are not satisfied with the resolution, you may please write to (*mention next escalation details*) ----- at the NAM India /IFSC branch ----- or email at -----.

Please feel free to reply for any further clarifications.

Thanking you,

For NAM India IFSC Branch

Authorized Signatory