AXIS FINANCE

The Reserve Bank of India- Integrated Ombudsman Scheme, 2026 (Effective July 01, 2026)

SALIENT FEATURES

The Ombudsman Scheme, 2026 covers all Non-Banking Financial Companies that are authorised to accept deposits or have customer interface, with an assets size of ₹100 crore and above as on the date of the audited balance sheet of the previous financial year.

“Customer” means a person who uses, or is an applicant for, a service provided by Axis Finance

“Deficiency in service” means a shortcoming or an inadequacy in any service, which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer.

“Complaint” means a representation in writing, alleging a deficiency in service on the part of a Regulated Entity, submitted by its customer or his/her authorised representative, and seeking relief under the provisions of the Scheme;

Grounds of Complaint

Any customer aggrieved by an act or omission of Regulated Entity resulting in deficiency in service may file a complaint under the Scheme personally or through an authorized representative.

A complaint can be filed for any deficiency in service, including delay, non-service, incorrect charges, or non-adherence to RBI guidelines.

Grounds for maintainability of a Complaint

To know about the complaints which are maintainable under this Scheme, please refer to **clause 10** of **RBI Integrated Ombudsman Scheme, 2026.**

A complaint is maintainable only if:

- It has first been raised with Axis Finance Limited
- No response is received within 30 days OR the response provided by Axis Finance Limited is unsatisfactory.
- Complaint is filed within the prescribed timelines
- Matter is not pending before any court/tribunal
- All complaints are received and processed through the Centralised Receipt and Processing Centre (CRPC) of RBI. Initial scrutiny is carried out based on maintainability criteria.

Grounds for non-maintainability of a Compliant are covered under clause 10(2) of RBI Integrated Ombudsman Scheme, 2026.

How can a customer file complaint?

Written representation to NBFC concerned	Post 30 days ➡	If there is no reply from NBFC or compliant is rejected wholly/partially or the customer remains dissatisfied with the reply from NBFC	If customer has not approached any forum ➡	File a complaint with RBI Ombudsman (Not later than 90 days after the reply from NBFC)

The name and contact details of Principal Nodal Officer

Name: Ms. Preeti Singh

Telephone: 022 - 62260248

E-mail ID: Principal.NodalOfficer@axisfinance.in

Complaint lodging portal of the Ombudsman: **https://cms.rbi.org.in**

Complaints can also be filed via email or sent in physical form to CRPC

Contact details of Centralised Receipt and Processing Centre (CRPC)

Email ID: crpc@rbi.org.in

Address: Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India, Central Vista, Sector 17, Chandigarh – 160017

Toll Free No. – #14448

How does Ombudsman take a decision? Proceedings before the Ombudsman are summary in nature and not bound by formal legal procedures. The Ombudsman may:

- Facilitate settlement through conciliation
- Issue advisory to the Regulated Entity
- Conduct hearings (physical/virtual)
- Pass an Award if complaint is not resolved

Can a customer appeal if not satisfied with the decision of the Ombudsman?

Yes, the decision or award by Ombudsman is appealable. Contact the Appellate Authority who is the Executive Director in charge of the Department of Reserve Bank of India administering this Scheme within 30 days from the date of receipt of the Complainant's letter of acceptance of the Award.

Note: • This is an Alternate Dispute Resolution mechanism

• The customer is at liberty to approach any other court/forum/authority for the redressal at any stage. However, then the customer will not be able to approach RBI Ombudsman in such cases.

• Ombudsman/ Deputy Ombudsman may reject the compliant, if not maintainable under the scheme.

Refer to **https://www.rbi.org.in** for further details of the Scheme.