

Clarification regarding Note No. 99 – Revised Summary Information on Complaints Received by the NBFC from Customers and from the Offices of Ombudsman forming part of the Audited Financial Statements for the Financial Year 2025–2026

In order to provide complete clarity to the stakeholders, the Company hereby issues the following clarification in respect of Note No. 99 of the Notes to the Financial Statements for the financial year ended 31 March 2026.

99. Summary Information on Complaints Received by the NBFC from Customers and from the Offices of Ombudsman

Particulars	As at March 31, 2026	As at March 31, 2025
Complaints received by the NBFC from its Customers		
1. Number of complaints pending at the beginning of the year	0	0
2. Number of complaints received during the year (Refer Note 1)	82	33
3. Number of complaints disposed of during the year	81	33
3.1 Of which, number of complaints rejected by the NBFC	0	0
4. Number of complaints pending at the end of the year (Refer Note 2)	1	0
5. Number of maintainable complaints received by the NBFC from the Office of Ombudsman (included in Sl. No. 2 above)	13	4
Of 5 above, number of complaints resolved in favour of the NBFC by the Office of Ombudsman	13	4
Of 5 above, number of complaints resolved through conciliation/mediation/advisories issued by the Office of Ombudsman	0	0
Of 5 above, number of complaints resolved after passing of Awards by the Office of Ombudsman against the NBFC	0	0
Number of Awards unimplemented within the stipulated time (other than those appealed)	0	0

Notes

1. Clarification regarding complaints received during FY 2025–2026

For abundant clarity, it is clarified that the total number of complaints received during FY 2025–2026 is 82, which includes 50 complaints relating to Credit Information Company (CIC) matters. These complaints have been appropriately included in the above disclosure to present the complete number of complaints received by the Company during the financial year. Out of total 82 complaints, 19 complaints were received from the office of Ombudsmen and out of which 13 complaints were maintainable.

2. Comparative figures for FY 2024–2025

The comparative figure of 33 complaints for FY 2024–2025 has been presented on a comparable basis. The said figure comprises 23 customer complaints together with 10 complaints relating to Credit Information Company (CIC) matters, out of which 8 complaints were received through the Office of the Ombudsman and out of which only 4 complaints were maintainable.

This clarification has been issued solely to facilitate a proper understanding of the above disclosure and does not result in any change in the audited financial statements or the financial position or financial performance of the Company.