

BNP PARIBAS – GIFT IBU

POLICY FOR COMPLAINTS HANDLING AND GRIEVANCE REDRESSAL

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1. INTRODUCTION

BNP PARIBAS, GIFT IFSCA Banking Unit (GIFT-IBU) is a branch of the legal entity – BNP PARIBAS SA, France, situated in the GIFT City SEZ.

This policy will cover BNP PARIBAS, GIFT IBU customers and complaints received from them.

2. PURPOSE OF THE POLICY

At both organisational and individual employee level, we are committed to listening to our clients, whether they express satisfaction, share negative feedback or submit complaints. Protecting clients' interests not only means complying with statutory and regulatory requirements, but also includes operating efficiently and business growth.

BNP PARIBAS GIFT IBU takes the complaints against them very seriously and maintains this policy and procedure to ensure that the complaints are dealt with promptly and fairly, as defined and guided by the BNP PARIBAS Group Policy on Complaint Management.

3. OBJECTIVE

The policy objective is to provide clear guidelines for Query/Complaint registration and guidance on the grievance resolution mechanism.

4. WHAT CONSTITUTES A “COMPLAINT”

A “complaint” denotes a declaration of dissatisfaction by an identified client.

Requests for information, opinion, clarification or service as well as summons, anonymous complaints, allegations without supporting documents, suggestions or seeking guidance / explanation, complaints on matters not relating to the financial products or services provided by the GIFT IBU, etc. do not constitute a complaint.

A complaint may be formulated in writing in the form of a letter or an e-mail

5. PROCESS

I. Receipt of a Complaint :

Customer can lodge a complaint with GIFT-IBU through a registered e-mail id on **dl.in.gift.city.officers@bnpparibas.com** or by submitting a duly signed physical letter at our GIFT IBU Branch.

Upon receipt of the complaint :

- a) The Complaint Redressal Officer (CRO)# of the GIFT-IBU shall make an assessment on the merits of the complaint, pursuant to which :
 - (i) in case of acceptance, the acknowledgement of the acceptance of the complaint will be provided to the complainant within 3 working days of the receipt of the complaint.
 - (ii) in case of non-acceptance, the complainant will be duly informed within 5 working days along with reasons.

The complainant may be contacted to ask for any further details/information while processing the complaint.

- b) If the complain is against the CRO himself or was involved in the conduct of the financial transaction which is the subject matter of the complaint, the complaint shall be handled by another officer designated by the Head of GIFT Branch, in a fair and impartial manner.

II. Resolution of a Complaint :

(A) After the necessary investigation is conducted and necessary actions towards its resolution have been undertaken :

- (i) The complaint will be disposed off within preferably within 15 days but not later than 30 days of the acceptance of the complaint, by either resolving the complaint or rejecting the complaint.
- (ii) In case of a rejection of the complaint, the reasons for rejection of the complaint will be provided to the complainant in writing.

(B) If a complainant is not satisfied with the resolution provided or if the complaint has been rejected :

- (i) The complainant may file an appeal before the Compliant Redressal Appellate Officer (CRAO)# of GIFT IBU preferably within 21 days from the receipt of the decision from the CRO.
- (ii) The CRAO shall dispose of the Appeal within a period of 30 days.

(C) Complaint before the Authority :

Where a complainant is not satisfied with the decision after taking necessary actions under (A) & (B) above, he may file a complaint before the Authority through email to **grievance-redressal@ifsc.gov.in** preferably within 21 days from the receipt of the decision from the GIFT-IBU

The compliance officer of GIFT Branch shall ensure that handling and disposal of complaints by the Regulated Entity are in accordance with the regulatory requirements specified by IFSCA.

6. REFERRAL TO OTHER ENTITIES :

If the GIFT-IBU considers that any other authorised or regulated financial institution(s) in IFSC or outside, is responsible, entirely or partly, for the subject matter of the complaint, it will refer the complaint, or the relevant part of it, to such other authorised or regulated financial institution(s) by following the procedure outlined below :

- a) Inform the complainant promptly and in writing that it would like to refer the complaint, either entirely or in part, to another regulated financial institution and obtain the complainant's written consent to do so.
- b) If consent is granted, it must refer the complaint promptly, in writing, to the institution concerned.
- c) Inform the complainant promptly, in writing, that the referral has been made together with adequate contact details of the institution who will be responsible for handling the complaint
- d) continue to handle any part of the complaint not referred to the other authorised or regulated financial institution(s).

7. MAINTENANCE OF RECORDS

a) IBU shall maintain all records relating to handling of complaints, including the following:

- i. Complaints received and processed
- ii. All correspondence exchanged between the Regulated Entity and the complainants
- iii. All information and documents examined and relied upon by the Regulated Entity while processing of the complaints
- iv. Outcome of the complaints
- v. Reasons for rejection of complaints, if any
- vi. Timelines for processing of complaints
- vii. Data of all complaints handled by it.

b) Records shall be maintained in electronic retrieval form for the shall be maintained for at least six years from the date of disposal of complaint. 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.

8. REPORTING

a) IBU shall file reports on handling of complaints in the form and manner specified by the Authority from time to time.

b) A section with heading “Complaint Handling and Grievance Redressal” shall be reported in the Annual Report of the IBU. The section shall also provide data of all complaints received, resolved, rejected and pending during the year in a tabular/ graphical format:

ANNEXURE - 1

Details of Designated CRO & CRAO OF GIFT - IBU

Complaint Redressal Officer (CRO)	Email	Telephone Number
Biplab BANERJEE	Biplab.banerjee@asia.bnpparibas.com	079-69065206

Complaint Redressal Appellate Officer (CRAO)	Email	Telephone Number
Atif CHINWALA	Atif.chinwala@asia.bnpparibas.com	079-69065204

Address :

BNP PARIBAS – GIFT IBU
 15TH FLOOR, 1504,
 HIRANANDANI SIGNATURE BUILDING
 GIFT SEZ, GIFT CITY,
 GANDHINAGAR – 382 355
 GUJARAT