Complaint Handling and Grievance Redressal

Natixis IFSC BANKING UNIT (Natixis IBU) – GIFT City Branch

1. Introduction

At Natixis CIB, we are committed to ensuring fair, efficient, and transparent handling of customer complaints and grievances. Our objective is to provide prompt resolutions while maintaining the highest standards of professionalism, integrity, and customer service.

This policy document will cover Natixis IFSC banking Unit (Natixis IBU) customers. Our grievance redressal process is designed to be accessible, responsive, and compliant with the regulations prescribed by the International Financial Services Centres Authority (IFSCA) in accordance with IFSCA Circular on Complaint Handling and Grievance Redressal by Regulated Entities in the IFSC dated December 02, 2024 (as amended thereon).

2. Objective

The purpose of this policy is to establish a structured framework and set clear guidelines for grievance redressal at Natixis IBU, GIFT City. It aims to enhance the efficiency of complaint resolution while ensuring a high standard of customer service.

Natixis IBU will deal with corporates and financial institutional clients only (non-retail clients).

3. Complaint definition

A client complaint is defined as the reporting of discontent or dissatisfaction by a client.

Indicative list of matters not considered as complaint:

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

4. Complaint Registration

Multiple Channels for Lodging Complaints:

- **Email:** Customers can submit complaints through e-mail to customer_complaints_cib@natixis.com.
- **Physical Submission:** Customers can submit a written complaint at the branch premises.
- Complaint Redressal Officer (CRO) – Chandan Pandey

5. Resolution Timelines

- Acknowledgement in case of acceptance of complaint – within 3 working days of receipt of the complaint.
- Acknowledgement in case of non- acceptance of complaint – within 5 working days of receipt of the complaint.
- Timeline for resolution of complaint – within 15 days but ordinarily not later than 30 days of acceptance of complaint.

Note: In case CRO is 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 RE, in a fair and impartial manner.

6. Appeal Mechanism

If the Complainant is not satisfied with the resolution provided by Natixis IBU or if the complaint has been rejected by Natixis IBU, the complainant may file an appeal before the Complaint Redressal Appellant Officer (CRAO) within 21 days from the receipt of the decision from the Complaint Redressal Officer (CRO).

The CRAO shall dispose of the appeal within 30 business days.

Complaint Handling and Grievance Redressal (CRAO) – Pranav Vyas – pranav.vyas@natixis.com

7. Escalation to IFSCA

If a complainant is not satisfied with the decision and has exhausted the appellate mechanism of Natixis IBU, the complainant may file a complaint before the Authority through email to grievance-redressal@ifsca.gov.in preferably within 21 days from the receipt of the decision from Natixis IBU.

8. Record Keeping

1. Natixis IBU shall maintain all records related to handling of complaints in electronic retrieval form for a minimum period of six years from the date of disposal of complaint.
2. 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.
3. The record must contain the following information:
   I. Complaints received and processed
   II. All correspondence exchanged between Natixis IBU and the complainants
   III. All information and documents examined and relied upon by Natixis IBU while processing of the complaints
   IV. Outcome of the complaints
   V. Reasons for rejection of complaints, if any
   VI. Timelines for processing of complaints; and
   VII. Data of all complaints handled

9. Reporting

1. Natixis IBU will file reports on handling of complaints to IFSCA under IBU Operation Report on a monthly basis.
2. Natixis IBU shall display data of number of complaints received, resolved, rejected and pending during the year.