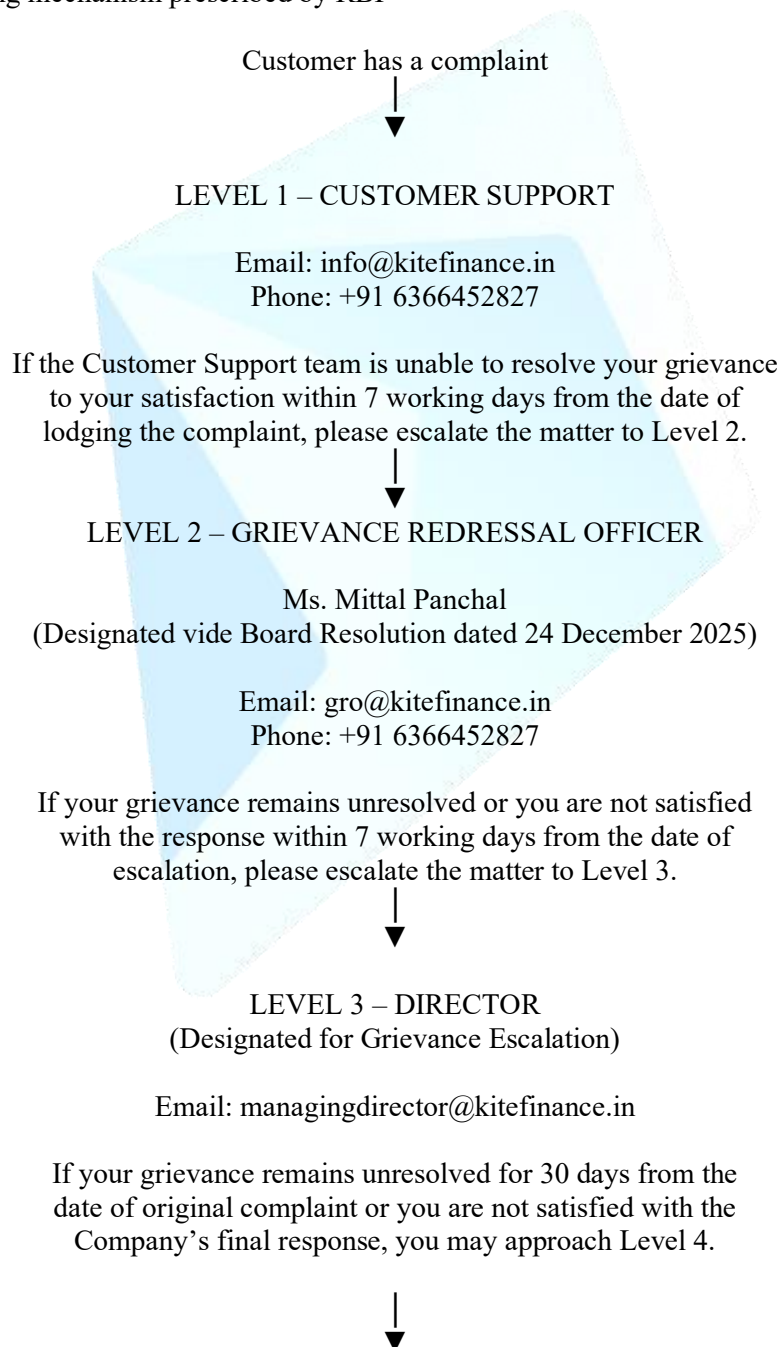


**Date: 5<sup>th</sup> May. 2026**

### **CUSTOMER GRIEVANCE REDRESSAL MECHANISM**

Pursuant to the Reserve Bank of India circular bearing reference no. CO.CEPD.PRS.No.5863/13-01-008/2025-2026 dated December 9, 2025, on "Lodging of Customer Complaints – Disclosures on Websites of the Regulated Entities", Kite Finance has updated its grievance redressal framework and introduced the below customer grievance redressal mechanism on its website.

Customers may escalate their grievances through the hierarchy set out below in accordance with the complaint handling mechanism prescribed by RBI



**LEVEL 4 – RBI INTEGRATED OMBUDSMAN SCHEME**

Customers may lodge their complaint with the Reserve Bank of India through the Complaint Management System (CMS), if eligible.

Website: <https://cms.rbi.org.in>

