

Salient Features of the Integrated Ombudsman Scheme, 2026

Version no.	OMS/1.0/2025-26
Original date of adoption of Policy	February 13, 2026
Policy Owner	Speel Finance Company Private Limited
Approved by	Board of Directors

The Scheme shall be called the Reserve Bank– Integrated Ombudsman Scheme (RB-IOS), 2026. It aims to provide a cost-effective, expeditious, non-adversarial alternate grievance redress mechanism for the resolution of complaints against Regulated Entities covered under the Scheme.

Applicability

The Scheme shall apply to the services provided by the following Regulated Entities:

- a) all Commercial Banks, Regional Rural Banks, State Co-operative Banks, Central Co-operative Banks, Scheduled Primary (Urban) Co-operative Banks, and Non-Scheduled Primary (Urban) Co-operative Banks with deposits size of ₹50 crore and above as on the date of the audited balance sheet of the previous financial year.
- b) all Non-Banking Financial Companies (excluding Housing Finance Companies, Core Investment Company (CIC), Infrastructure Debt Fund-Non-Banking Financial Company (IDF-NBFC), Non-Banking Financial Company – Infrastructure Finance Company (NBFC-IFC), Non-Operative Financial Holding Company (NOFHC), Primary Dealers (PDs), Mortgage Guarantee Companies (MGC)) which are
 - i. authorised to accept deposits; or
 - ii. 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.
- c) all Non-bank Prepaid Payment Instruments Issuers.
- d) Credit Information Companies.

Speel Finance Company Private Limited (“the Company” or “Speel”) is committed to conducting its business with utmost integrity, honesty, and adherence to the highest ethical standards in all dealings with its customers.

Grounds of Complaint

Any customer aggrieved by an act or omission of a Regulated Entity resulting in deficiency in service may file a complaint under the Scheme personally or through an authorised representative as defined under clause 3(1)(c).

A. A complaint under the Scheme shall be maintainable only if the following conditions are satisfied:

- It is directly addressed to the RBI Ombudsman directly (not merely marked in copy).
- It is filed by the complainant personally or through an authorised representative (not an advocate, unless the advocate is the aggrieved person).
- the Complainant provides complete information as specified in clause 11 of the Scheme.
- the complaint is not abusive or frivolous or vexatious in nature.
- The complainant first approached the concerned Regulated Entity (RE) and can provide proof.
- Either no reply was received within 30 days (or the applicable extended timeline), or the complainant is dissatisfied with the RE's response.
- It is filed within 90 days from expiry of the RE's response timeline or the last communication from the RE, whichever is later.
- The same grievance is not already pending or decided by the RBI Ombudsman.
- The same grievance is not pending or decided by any court, tribunal, arbitrator, or other judicial/quasi-judicial forum.
- The original complaint to the RE was made within the limitation period under the Limitation Act, 1963.

Note: Criminal proceedings or police investigations relating to the same grievance do not bar the complaint.

B. Grounds for non-maintainability of a Complaint under the scheme are those involving matters such as:

- Commercial judgment or decisions of a Regulated Entity (RE).
- Disputes between a vendor and an RE.
- Grievances against the management or executives of an RE.
- Actions taken by an RE in compliance with orders of judicial, quasi-judicial, statutory, or law enforcement authorities.
- Services outside the regulatory purview of the Reserve Bank.
- Disputes between REs.
- Employer–employee disputes within an RE.
- Matters covered under Section 18 of the Credit Information Companies (Regulation) Act, 2005.
- A grievance pertaining to customers of Regulated Entity not included under the Scheme.

C. Rejection of Complaints

- Complaints that do not meet the eligibility conditions under sub-clause (1), or fall under the above exclusions, will be rejected at the outset as non-maintainable, with appropriate communication to the complainant.

How to file complaint

Step 1: Complaint to the Company's customer support

Any customer having a query/request/complaint with respect to the product and services offered by Speel Finance Company Private Limited (hereinafter referred to as 'the Company') may write to the Company's customer support through any of the following channels:



CIN: U65920MH1995PTC090558

Website: www.speelfinance.com

Email: company@speelfinance.com

Reg.Office: 2,3 Zal Complex, Sadar, Nagpur – 440001

Email- care@support.speelfinance.com

Phone - 8064893000

Step 2: If the Company has not replied or customer remain dissatisfied with the reply of Company

a. Grievance Redressal Officer

If the Company has not replied or customer remain dissatisfied with the reply of Company, the customer may reach out to the Grievance Redressal Officer.

Customers are requested to first raise their concerns through any of the channels mentioned above in customer support. And if the same is not resolved within 14 days or if the customer is not satisfied with the solution provided by the customer support, then the customer may follow below escalations for resolving any issue:

Name: Ms. Annie Kaur Dhanjal

Contact: 8799916138

Email ID: support@speelfinance.com

b. Principal Nodal Officer

The Grievance Redressal Officer may be reached on the number provided above anytime between 10:00 AM and 7:00 PM from Monday to Saturday (except public holidays) or through the E-mail address mentioned above. The Grievance Redressal Officer shall endeavour to resolve the grievance within a period of 14 (fourteen) days from the date of receipt of a grievance.

In case the complaint is not resolved within a period of 14 days or if the customer is not satisfied with the solution provided by the grievance redressal officer, then the customer may approach to the 2nd level of escalation as per the details mentioned below:

Name: Mr. Augustin Babu

Contact: 9284209814

Email ID: nodal@speelfinance.com

Step 3: After the expiry of 30 days from the date of lodging the Complaint

In case the Customer does not receive any response from the Company or if the Complaint / Grievance is not resolved within a period of 30 days from its date of receipt, the Customer may file a complaint with RBI Ombudsman:

- online through the CMS portal of RBI along with the details guided by RBI (not later than one year after the reply from Company or within one year and 30 days if no reply is received from the RE) at the following link:
<https://cms.rbi.org.in/cms/indexpage.html#eng>
- The complaint may also be submitted through e-mail at CRPC@rbi.org.in in such format as specified in Annex as mentioned in the Scheme or
- sent in physical mode (letter/post) in the form as specified in Annexure in the scheme (issued by RBI) to the 'Centralized Receipt and Processing Centre' set up at Reserve Bank of India,



CIN: U65920MH1995PTC090558

Website: www.speelfinance.com

Email: company@speelfinance.com

Reg.Office: 2,3 Zal Complex, Sadar, Nagpur – 440001

4th Floor, Sector 17, Chandigarh – 160017. The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorized representative

The Company has a separate customer grievance redressal policy which is available on the website of the Company under the below link:

<https://speelfinance.com/policies/grievance-redressal-policy>

Further, the Customer can also lodge a complaint through the SACHET portal at the following link:
<https://sachet.rbi.org.in/Complaints/Add>