

## OMBUDSMAN SCHEME

### 1. Introduction

**Caterpillar Finance Services India Limited (“CFSI”)** treats its customers as an important part of CFSI’s organization and offering satisfactory services is of utmost importance to CFSI. Towards this end, CFSI has a robust Grievance Redressal Policy, details of which are displayed in CFSI’s website.

To provide for a system for redressal of complaints against deficiency in services concerning loans and advances involving non-banking financial companies (NBFCs) such as Caterpillar Financial Services India Private Limited (CFSI), the Reserve Bank of India (RBI) has issued the Ombudsman Scheme for NBFCs (Scheme). The Scheme provides for the jurisdiction, powers and duties of the NBFC Ombudsman.

At CFSI, the values of transparency and good governance hold utmost importance. In accordance with paragraph 15 of the Scheme, we intend to ensure that our customers are aware of the purpose of the Scheme and the remedies available under it.

While we place immense importance in customer satisfaction, and have established a grievance redressal committee to address the grievances and complaints of our customers, any customer not satisfied with our responses may contact the regional NBFC Ombudsman at the below address:

NBFC Ombudsman  
C/o Reserve Bank of India  
Fort Glacis, Chennai 600 001  
Telephone No: +91-44-25395964  
Fax No : 25395488  
Email : nbfcochennai@rbi.org.in

With copy to

Compliance Officer of CFSI  
(Designated as Nodal Office under NBFC Ombudsman scheme)  
Caterpillar Finance Services India Limited,  
E-Mail – cfsi.customerservice@cat.com  
Telephone Number - +91-8033503650

## 2. **Grounds for Complaint**

Any person may file a complaint with the Ombudsman on any one of the grounds mentioned under Section 8 of the Scheme. The Complaint can be filed in accordance with Section 9 of the Scheme.

## 3. **Procedure for filing Complaint**

The complaint may be filed in accordance with the procedure set forth under Section 9 of the Scheme.

## 4. **Availability and display of Scheme.**

The Scheme can be accessed here <https://rbidocs.rbi.org.in/rdocs/Content/PDFs/NBFC23022018.pdf>. Customers can track for any updates to the Scheme at <https://rbi.org.in>. Copies of the Scheme are also available with the Compliance Officer of the CFSI who is designated as the nodal officer under the Scheme. The copy of the Scheme can be obtained from:

Compliance Officer of CFSI  
(Designated as Nodal Officer under NBFC Ombudsman scheme)  
**Caterpillar Finance Services India Limited,**  
E-Mail – [cfsi.customerservice@cat.com](mailto:cfsi.customerservice@cat.com)  
Telephone Number - +91-8033503650