



Financial Benchmarks India Pvt. Ltd.

55 C, Mittal Tower, 5th Floor,
Nariman Point, Mumbai 400021.

Complaints Policy

Version Number	Date Modified
Version 1	August 4, 2017
Version 2	August 28, 2018

COMPLAINTS POLICY

August 28, 2018

Version 2

Introduction

IOSCO Principles for Financial Benchmarks and RBI's Report of the Committee on Financial Benchmarks have enjoined the Benchmark Administrator to put in place a Complaints Policy/Complaints Redressal Mechanism for the Benchmarks administered by them. Accordingly, the Financial Benchmarks India Pvt. Ltd. (FBIL) as the administrator of financial benchmark in India has put in place this policy to ensure there are proper channels to make complaints about the determination of relevant financial benchmarks, including the administrative functions carried out by the FBIL, with a view to ensuring the robustness of the benchmark determination process.

1.2 The Policy concerns complaints and/or suggestions regarding the existing determination, publication and administration of the FBIL benchmarks. It sets out procedures which the FBIL adopts in processing complaints and/or suggestions

2. Scope

Any individual is free to submit to FBIL (anonymously if so desired) complaints about any aspects of benchmark determination, including administrative functions as identified below (but not limited to):

- (i) Data collected to determine a benchmark;
- (ii) Process/methodology to determine the benchmark/rate
- (iii) the administrative functions of the FBIL.

3. Submitting a complaint

Complaints may be submitted through:

(i) **In writing**

Attn: Vice –President,
Financial Benchmarks India Pvt. Ltd.
55 -C, 5th Floor, Mittal Tower,
Nariman Point, Mumbai 400 021.
Tel: 022- 49746049, 20820529

(ii) **Email complaints:** vp@fbil.org.in

(iii) **Web portal:** <https://www.fbil.org.in/>

In case of need for further information, complainant may be approached to provide clarification or more details as may be necessary.

4. Handling of complaints:

4.1 FBIL Office will acknowledge the receipt of complaints, and will respond to the complainant as necessary.

4.2 FBIL Office will inform the complainant about the results and remedial actions (if any). If a remedial action involves a change in the benchmark determination process and/or publication arrangements that may affect stakeholders, consultation will be conducted by the FBIL in accordance with the prevailing policy.

- a) Acknowledgement within: 1 week
- b) Preliminary Investigation within: 1 month
- c) Communication within: 1 month and 15 days of acknowledgement. If no further investigation is felt necessary.
- d) Escalation and redressal within: 3 months of receipt of the complaint.

4.3 All documents and analysis will be retained by the FBIL for at least eight years.

5. Confidentiality

The details regarding the receipt and analyses of complaints will be kept confidential. Unless required by law, FBIL will not reveal the complainant's identity to others without prior consent.

6. Update and publication

The Policy will be subject to review annually. Any change made will be updated on FBIL website.

Brief Summary of Changes in the Complaints Policy

Sr. No.	Existing	Revision made
1.	<p>3. Submitting a complaint</p> <p>(1) In writing</p> <p>Attn: Vice – President Financial Benchmarks India Pvt Ltd 2nd Floor, United India Building, Sir P. M. Road, Fort, Mumbai 400001</p> <p>(3) Web Portal: http://www.fbil.org.in</p>	<p>3. Submitting a complaint</p> <p>(i) In writing</p> <p>Attn: Vice –President, Financial Benchmarks India Pvt Ltd 55-C, 5th Floor, Mittal Tower, Nariman Point, Mumbai 400 021. Tel: 022- 49746049, 20820529</p> <p>(iii) Web Portal: https://www.fbil.org.in</p>
2.	<p>6. Update and publication</p> <p>6.1 The publication will be subject to review from time to time. Any change made will be made available promptly to all stakeholders. The same will be updated on the websites of FIMMDA/FBIL.</p>	<p>6. Update and publication</p> <p>The Policy will be subject to review annually. Any change made will be updated on FBIL website.</p>