

Annexure II

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

Dear Stakeholders,

We are pleased to present the Business Responsibility and Sustainability Reporting (BRSR) report for PB Fintech Limited, a company that has been at the forefront of innovation in the fintech space. Our company was incorporated in 2008 and has since grown to become a leading player in the Indian fintech sector.

We are committed to ensuring that our company operates responsibly and sustainably. Our commitment to sustainability is reflected in our Business Responsibility and Sustainability Reporting Policy, which was approved by our Board of Directors in February 2023. This policy is aligned with the National Guidelines on Responsible Business Conduct (NGRBC) 2018 and the United Nations Sustainable Development Goals (SDGs).

Our company's flagship brand, Policybazaar is a leading insurance web aggregator that helps customers compare and purchase insurance policies from various providers. Our platform has made it easier for customers to find the best insurance deals, and we have been instrumental in increasing insurance penetration in India.

Paisabazaar, another key brand under our umbrella, is a leading online lending marketplace that has revolutionized the way Indians access credit. Our platform connects borrowers with lenders, providing them with a wide range of financial products and services. We are proud to have served millions of customers and have disbursed over ₹ 1 trillion in loans since our inception.

At PB Fintech, we recognize the importance of sustainability and are committed to reducing our environmental impact. We have implemented various initiatives to reduce our carbon footprint, including the use of renewable energy sources and energy-efficient systems in our offices. We are also working towards reducing waste and increasing recycling in our operations.

Our commitment to sustainability extends beyond our own operations. We are working with our suppliers and partners to ensure that they adhere to our sustainability standards and practices. We believe that responsible business practices are essential for long-term success and are committed to making a positive impact on the communities we serve.

In this BRSR report, we have provided detailed information on our sustainability initiatives, including our environmental, social, and governance (ESG) performance. We have also disclosed our material issues, which are critical to our business and stakeholders.

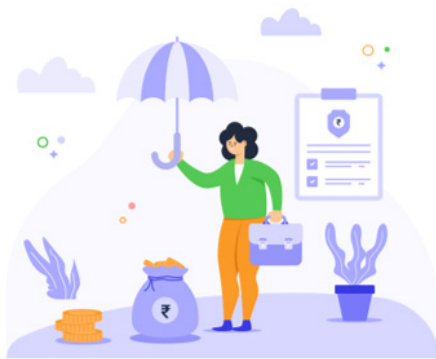
I would like to take this opportunity to thank our stakeholders for their continued support and trust in our company. We are committed to transparency and accountability and will continue to work towards making a positive impact on the environment, society, and our stakeholders.

Sincerely,

Yashish Dahiya - Chairman & CEO

Alok Bansal – Executive Vice Chairman & Whole Time Director

We have built India's largest online platform for Insurance & Lending products



SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L51909HR2008PLC037998
2.	Name of the Listed Entity	PB FINTECH LIMITED
3.	Year of Incorporation	2008
4.	Registered Office Address	Plot 119, Sector 44, Gurugram- 122001, Haryana
5.	Corporate Address	Plot 119, Sector 44, Gurugram- 122001, Haryana
6.	E-mail id	investor.relations@pbfintech.in, complianceofficer@pbfintech.in
7.	Telephone	0124-4562907
8.	Website	www.pbfintech.in
9.	Financial year for which reporting is being done	FY2024 (1st April 2023 to 31st March 2024)
10.	Name of the Stock Exchange(s) where shares are listed	BSE Ltd. (BSE), and National Stock Exchange of India Ltd. (NSE)
11.	Paid up Capital (INR)	90,24,06,928/-
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Bhasker Joshi, Company Secretary bhasker@policybazaar.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Disclosures made in this report are on a consolidated basis and pertain to all subsidiary companies of PB Fintech Limited.
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

II. Products / Services - As on 31st March, 2024

16. Details of business activities (accounting for 90% of the Turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Information and Communication	Other information & communication service activities	100

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total contributed Turnover
1.	Insurance Web aggregator / Insurance Broker services	66220	80%
2.	Other information and communication service activities	63119	20%

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	-	107	107
International	-	2	2

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	National Market
International (No. of Countries)	2 (Dubai & Abu Dhabi)

b. What is the contribution of exports as a percentage of the total turnover of the entity?  
Nil

c. A brief on types of customers  
Our customers include persons from all income

profiles who use our flagship digital platform such as Policybazaar and Paisabazaar that leverage the power of technology, data, and innovation and enable them to compare, choose and apply for insurance & lending products as well as personal credit products respectively.



THE BUZZ

Q&A

# “Health, life insurance growth drivers for us”

Yashish Dahiya, Chairman & CEO of PB Fintech, talks about focussing on growth, sustaining profit, and the challenges the insurance industry is facing

BY TEENA JAIN KAUSHAL

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**PB FINTECH—THE** parent company of Policybazaar and Paisabazaar—turned profitable for the first time in Q3FY24. It reported a consolidated net profit of ₹38 crore, compared to a loss of ₹87 crore in the year-ago period and a loss of around ₹20 crore in the previous quarter. Yashish Dahiya, Chairman & CEO of PB Fintech, talks to Business Today about Policybazaar’s idea of growth, importance of back-end integration, and more. Edited excerpts:

**How has FY24 been so far in terms of growth and profitability?**

We’re exceeding expectations in terms of growth, maybe by about 10%. Profit is just a by-product for us, but it’s pretty much on expected lines and is on track. Our focus is 80% on growth, knowing that profit follows. I think if you have growth, profit will eventually come. And

I think the growth part has done well. So, we feel good about it [profit].

►►► **In Q3FY24, Policybazaar made a profit for the first time. Will this be sustainable?**

The answer is yes. But please understand that

will keep changing because your fixed costs cannot grow. See, all internet businesses at a very fundamental level have something called operating leverage. It means that when you do incremental business, the investments are huge, which is why they incur losses in the initial years.

from new initiatives.

This year we are making losses of over ₹170 crore on new initiatives and both those [operating leverage and losses] and the fixed costs are now being covered well by the core business. So once you get to that stage, any incremental growth starts to flow to

**“OUR FOCUS IS 80% ON GROWTH, KNOWING THAT PROFIT FOLLOWS. I THINK THE GROWTH PART HAS DONE WELL. SO, WE FEEL GOOD ABOUT IT [PROFIT]”**

profit is, again, a by-product. Our business has reached a stage where it just has to make profits and if you go back to whatever we’ve been saying in previous interviews, it was always [going to be profitable in] Q3FY24. So it was exactly on expected lines.

The margin is a combination of seasonality and growth because as you keep growing, the margin

And if you’re making a significant amount of money, they’re hoping they have a break-even performance, because at some point your operating margin has to cover your fixed costs. We have been operating at roughly about 40 to 45% operating margin in the core business, and that has now reached a stage where it is taking care of all fixed costs, including the losses

the bottom line, because your fixed costs do not grow as much. I think if you look at the last two-three years, even though our fixed costs have grown at a slower rate, they have not declined.

►►► **What are your growth drivers?**

When you talk about our own product mix, maybe

Business Today | 28 April 2024

IV. Employees

20. Details as at the end of Financial Year:  
a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	18441	14140	77%	4301	23%
2.	Other than Permanent (E)	1658	952	57%	706	43%
3.	Total employees (D + E)	20099	15092	75%	5007	25%

\*Note: The Company does not have any workers as defined in the guidance note on BRSR.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
			EMPLOYEES		EMPLOYEES	
1.	Permanent (D)	21	18	86%	3	14%
2.	Other than Permanent (E)	3	2	67%	1	33%
3.	Total employees (D + E)	24	20	83%	4	17%

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	3	33.3%
Key Management Personnel	4	0	0%





## 22. Turnover rate for permanent employees and workers

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	86%	105%	91%	101%	108%	104%	83%	98%	87%

\*Increase in turnover is driven by infant attrition (0-1) in contact centre operations which is owing to the two factors- higher quality standards in new hire training assessment and certification as well as surge in contact centre openings in the market. Removing infant attrition, there is degrowth in attrition from 70% in 22-23 to 58.54% in 23-24 (till March). Annualised attrition in corporate functions and non-operations for FY24 is 25.95%.

## V. Holding, Subsidiary and Associate Companies (including joint ventures)

## 23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary/ Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Policybazaar Insurance Brokers Private Limited	Wholly Owned Subsidiary	100.00%	Yes
2	Paisabazaar Marketing and Consulting Private Limited	Wholly Owned Subsidiary	100.00%	Yes
3	Docprime Technologies Private Limited	Wholly Owned Subsidiary	100.00%	Yes
4	ICALL Support Services Private Limited	Wholly Owned Subsidiary	100.00%	Yes
5	Accurex Marketing and Consulting Private Limited	Wholly Owned Subsidiary	100.00%	Yes
6	PB Markting and Consulting Private Limited	Wholly Owned Subsidiary	100.00%	Yes
7	Pb Fintech FZ- LLC	Wholly Owned Subsidiary	100.00%	Yes
8	PB Financial Account Aggregators Private Limited	Wholly Owned Subsidiary	100.00%	Yes
9	Myloancare Ventures Private Limited	Subsidiary	70.10%	Yes
10	Visit Internet Services Private Limited	Step down Wholly Owned Subsidiary	100.00%	Yes
11	YKNP Marketing Management -LLC	Step down Associate Company	26.72%	No
12	ZPHIN Computer Systems and Software Designing-LLC	Step down Wholly Owned Subsidiary	100.00%	Yes
13	MLC Finotech Private Limited	Step down Subsidiary	70.10%	Yes
14	Visit Health Private Limited	Step down Associate Company	41.50%	No



## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) – YES\*
- (ii) Turnover (in Rs.) - Rs. 110.29 Crores (FY 2023-24)

(iii) Net worth (in Rs.)- Rs. 7,729.37 Crores (As on 31st March'24)

\*As the Company's average net profit of the last three consecutive years (i.e 2020-21, 2021-22 & 2022-23) is negative, it is not required to spend any amount on CSR activities during the FY 2023-24.

## VII. Transparency and Disclosures Compliances

25. Complaints / Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of filed during the year	Number of pending resolution at close of the year	Remarks	Number of filed during the year	Number of pending resolution at close of the year	Remarks
Communities	Y*	-	-	-	-	-	-
Investors (Other than Shareholders)	Y**	-	-	-	-	-	-
Shareholders	Y**	2	0	-	-	-	-
Employees and workers	Y***	17	0	-	18	2	2 complaints pending on closure of the FY 2022-23 are closed.
Customers	Y****	11134	130	Out of 130 complaints, 25 complaints are currently open and under process.	7918	12	12 complaints pending on closure of the FY 2022-23 are closed.
Value Chain Partners	Y*****	-	-	-	-	-	-

\*There are several mechanisms in place to receive and address grievances from the community such as access to e-mail ID of Legal and Compliance officer, Website, Customer helpline/Toll-free number, and the offline outlets of the organization. The grievances from community are addressed by Legal and Compliance officer along-with Stakeholders' Relationship Management Committee of the Board on a case-to-case basis.

\*\*Board has constituted several Committees of Directors with adequate delegation of powers to focus effectively on issues and ensure expedient resolution of diverse matters. The Stakeholders' Relationship Committee deals with all the grievances and of the Investors and Shareholders. In addition to this investor can contact the Company Secretary & Compliance Officer or Investor Relations Head through their email id and contact number, which are updated on the website of the company. Investors also have the recourse to each out to the Registrar and Transfer Agent (RTA) of the company and can also register their or concerns with SEBI Redressal Mechanism i.e., SCORES Portal.

\*\*\*The details of grievance redressal mechanism for employees and workers are provided in Principle 3, point No. 6.

\*\*\*\* The various mechanisms in place to receive and respond to consumer and feedback are Customer helpline number/Toll-free number, website, App and every outlet as provided in Principle 9, point No. 1.

\*\*\*\*\* / Grievances from Value Chain Partners are addressed by relevant Departments on a case-to-case basis.

No have been received from communities and value chain partners during the FY 2022-23 and FY 2023-24.

Policies & grievance redressal mechanism are accessible on <https://www.pbfinotech.in/investor-relations/>

## 26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying The risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Information Security and Data Privacy	R	PB Fintech Limited provides information services to customers with technology enabled platforms that offer convenient access to insurance, credit, and other financial products to make informed purchase decisions. To effectively deliver value to stakeholders, the information security and data privacy becomes very important.	Solutions like WAF, next-gen firewall, endpoint security, cloud workload security, URL proxy, cloud security groups, logging & monitoring, cyber threat intelligence are in place to ensure adequate protection against security breaches. Processes like user access rights review, database access review, principle of granting least privilege and backup management among others are defined, documented, and implemented to further strengthen the security.	-ve
2	Talent Management	R	Our team being our biggest strength the importance of Talent Management is very crucial for the success of the organization objectives.	<p>We continue to invest and reinvest in organizational talent in the form of paid courses, in-house training, soft-skill sessions, at the time of joining and during the job tenure. Our HR policies are procedures are aligned to attract and retain the best talents.</p> <p>The post-Covid era has been about raising the bar when it comes to employee engagement. For example, at Policybazaar, the Jeeto Apna Ghar contest, which gives high performing employees a chance to win their own home, has been a key motivator for employees and has helped slash the attrition rate.</p>	+ve
3	Financial Literacy Awareness	O	Financial literacy awareness is much desired so that people can take right action for their financial safety and security. This becomes more so important in our country where still a large section of the community depends upon informal channels for their insurance and financial needs.	As part of our Community work we launched “Financial Literacy” program to 100 Final Year undergraduate students at each of the locations Gurgaon, Chennai, Kolkata and Mumbai. The total duration of the program was 20 Hrs. in offline mode and with a placement of 50% of which 50 eligible students had been placed within the organization. Till date we have trained more than 6000 school and college students on financial literacy.	+ve

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

We have implemented Business Responsibility and Sustainability Policy, which is aligned with the 9 principles of National Guidelines on Responsible Business Conduct (NGRBC). We also have implemented following specific policies regarding each of the 9 principles of NGRBC.

<b>Principle P1: Transparency &amp; Accountability</b>	<b>Principle P2: Product Responsibility</b>	<b>Principle P3: Employee Development</b>
<ul style="list-style-type: none"><li>• Code of Conduct</li><li>• Gifting and Anti-Bribery Policy</li><li>• Code of Conduct for Prevention of Insider Trading Policy</li><li>• Whistle Blower Policy</li><li>• Code of conduct for board of directors and senior management personnel</li><li>• Code for fair disclosure of unpublished price sensitive information</li><li>• Policy on board diversity</li><li>• Policy of related party transactions</li></ul>	<ul style="list-style-type: none"><li>• Business Responsibility and Sustainability Report</li></ul>	<ul style="list-style-type: none"><li>• Code of Conduct</li><li>• Anti-Sexual Harassment Policy</li><li>• Equal Opportunity Policy</li><li>• Gifting and Anti-Bribery Policy</li><li>• Work From Home Policy</li><li>• Workplace Privacy for Employees</li><li>• Rewards &amp; Recognition Policy</li></ul>
<b>Principle P4: Stakeholder Engagement</b>	<b>Principle P5: Human Rights</b>	<b>Principle P6: Environment Principle</b>
<ul style="list-style-type: none"><li>• Corporate Social Responsibility Policy</li><li>• Charter of the Stakeholders’ Relationship Committee</li></ul>	<ul style="list-style-type: none"><li>• Anti-Sexual Harassment Policy</li><li>• Equal Opportunity Policy</li></ul>	<ul style="list-style-type: none"><li>• EHS Policy</li></ul>
<b>Principle P7: Policy Advocacy</b>	<b>Principle P8: Inclusive Growth</b>	<b>Principle P9: Customer Value</b>
<ul style="list-style-type: none"><li>• Business Responsibility and Sustainability Report</li></ul>	<ul style="list-style-type: none"><li>• Corporate Social Responsibility Policy</li></ul>	<ul style="list-style-type: none"><li>• Data Privacy Policy</li><li>• SOP for Escalation Management</li></ul>

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Yes								
c. Web Link* of the Policies, if available	<a href="https://www.pb fintech.in/investor-relations/">https://www.pb fintech.in/investor-relations/</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	N	N	N	N	N	N	N	N	N
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Policies has been made as per the National Guidelines on Responsible Business Conduct, 2019 released by the Ministry of Corporate Affairs.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our strategies, business model and operations are based on environment protection, employee and customer safety.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable								



Governance, leadership, and oversight	
7.Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	The message from our CEO and Whole-time Director has been included at the beginning of this report.
8.Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Implementation and oversight of the Business Responsibility Policies and the decision making on sustainability related issues is the responsibility of the Business Responsibility and Sustainability Committee (BRSR Committee) of the Board of Directors, which comprises of following members as on March 31, 2024:  1. Mr. Yashish Dahiya- Chairman, Executive Director & Chief Executive Officer (Chairperson)  2.Mr. Alok Bansal – Executive Vice-Chairman and Whole Time Director  3. Mr. Sarbvir Singh - Executive Director & Joint Group CEO (Member)  4.Mr. Mandeep Mehta- Group Chief Financial Officer (Member)  5.Mr. Naveen Kukreja- CEO & WTD of Paisabazaar (Member)
9.Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	BRSR Committee of the Board is the highest authority for implementation and oversight of the Business Responsibility policies

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	The review has been done by Business Responsibility and Sustainability Committee.									The frequency of the review is annually by the Business Responsibility and Sustainability Committee and subcommittee reviews on half yearly basis.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance with the laws of the land is the first step in responsible business conduct. The compliance review with all the statutory requirements of relevance to the principles of National Guidelines on Responsible Business Conduct has been done by the respective committees of the Board.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.  
No, the assessment / evaluation of the working of its policies is being done internally as part of the business operating policies and procedures.

12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P	P	P	P	P	P	P	P	P	P
1	2	3	4	5	6	7	8	9		
The entity does not consider the Principles material to its business (Yes/No)	-----Not Applicable -----									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)										
The entity does not have the financial or/human and technical resources available for the task (Yes/No)										
It is planned to be done in the next financial year (Yes/No)										
Any other reason (please specify)										

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership.” While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

PRINCIPLE 1 - Businesses should conduct and

We are committed to upholding exemplary governance standards, fostering a value system centered on professionalism, honesty, integrity, and high moral and ethical conduct for the benefit of all stakeholders. We have established appropriate frameworks, policies, and protocols to uphold this principle, guiding our directors, key management personnel (KMPs), and employees to prevent violations and take prompt action against any infractions. Furthermore, our company has implemented a Whistleblower Policy, enabling employees and external parties to report any concerns or grievances related to breaches of our Code of Conduct or unethical conduct.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	2	All Principles	100%
Key Managerial Personnel	2	All Principles	100%
Employees other than BoD and KMPs	9	Principles relevant to their respective functional area	100%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format. (Note: the entity shall make disclosures based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

Monetary						
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)	
	Sr. No.	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine Settlement Compounding fee	1	Principle 1	Securities Exchange Board of India	INR 1,00,000/-	During the year under review, for the violation of the provisions of the Regulations 7(2) of the Securities and Exchange Board of India (Investment Advisors) Regulations, 2013, the SEBI has imposed a monetary penalty of Rs. 1,00,000 (Rupees One Lakh Only) on Paisabazaar Marketing and Consulting Pvt Ltd (“the company”), wholly owned subsidiary of PB Fintech Ltd, under the Section 15EB of the SEBI Act, 1992 for not having the requisite certification by Mr. Naveen Kukreja, WTD & CEO of the company as mandated under The Securities and Exchange Board of India (Investment Advisors) Regulations, 2013. Further, the company has deposited the abovesaid penalty of Rs. 1 lakh and Mr. Naveen Kukreja has obtained the requisite qualification on September 13, 2023. Furthermore, it may also be noted that the SEBI vide its order dated January 31, 2024, has issued a censured the company under Regulations 28 of The Securities and Exchange Board of India (Investment Advisors) Regulations, 2013 and has warned the company to be careful and diligent in the conduct of all its business, including that of having required certifications at all times.	No

	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Non-Monetary	
				Has an appeal been preferred? (Yes/No)	
Imprisonment Punishment	No non-monetary imprisonment or punishment has been imposed on the entity or on the directors or the KMPs.				
3. Of the instances disclosed in Question 2 above, details of the Appeal / Revision preferred in cases where monetary or non-monetary action has been appealed.					

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Not applicable as no fines/penalties etc. has been levied or paid by the organization	
4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy. The Code of Conduct covers the anti-corruption and anti-bribery policies of the organization. The company has also adopted a policy on Gifting and Anti-Bribery during the FY 2023-24. <a href="https://www.pbfinetech.in/pdf/pb-fintech-group-gifting-and-anti-bribery-policy-v1.0.pdf">https://www.pbfinetech.in/pdf/pb-fintech-group-gifting-and-anti-bribery-policy-v1.0.pdf</a>	employees for the FY 2023-24 and 2022-23.
5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:  No disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption against any of the Directors/KMPs/	6. Details of with regard to conflict of interest:  No complaint was received with regard to conflict of interest of the Directors, KMPs or any other employee.  7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.  This is not applicable as no fines / penalties / action has been taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.
8. Number of days of accounts payables (Accounts payable *365) / Cost of goods/services procured) in the following format:	

	FY 2023 – 24	FY 2022-23
Number of days of accounts payables	55.81	66.67

## 9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metric	FY 2023-24	FY 2022-23
Concentration of purchases*	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Parameter Concentrations of sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers/distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs	a. Purchases (Purchases with related parties / Total Purchases)	6.37%	8.27%
	b. Sales (Sales to related parties / Total Sales)	3.86%	5.45%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	11.08%	0.00%
	d. Investments (Investments in related parties / Total Investments made)	45.51%	43.56%

\*Not applicable as the nature of the business doesn't entail any purchase of raw-material or input materials.

## Leadership Indicator

1. Awareness programs conducted for value chain partners on any of the Principles during the financial year:

PB Fintech has been planning to formulate formal training programmes for our value chain partners to educate them on the 9 Principles of NGRBC.

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Boards? (YES/NO) if yes, provide the details of the same.

Yes, the company has a Code of Conduct for directors and senior management which requires all concerned to act in the interest of the company and ensure that any other business or personal

association does not involve any conflict of interest with the operations of the Company. In case of any actual or potential conflict of interest, the Director concerned is required to immediately report the same to the Board of Directors.

## PRINCIPLE 2 - Businesses should provide goods and services in a manner that is sustainable and safe

We have devised strategies to enhance resource efficiency in our operations by incorporating environmentally sustainable installations, such as energy-efficient equipment. We prioritize sourcing goods and services necessary for our business operations from local small and medium enterprises affiliated with the Company. Additionally, we prioritize hiring local employees for various manpower services whenever feasible.

## Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	Current Financial Year 2023-24	Previous Financial Year 2022-23	Details of improvements in environmental and social impacts
R & D	Not applicable, considering the nature of the operations		
Capex	Not applicable, considering the nature of the operations		

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)  
No. The company is not producing any products and hence the sustainable procurement is not directly relevant, however we are in process to establish a sustainable sourcing policy.

is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Extended Producer Responsibility (EPR) is not applicable since the company is not producing any physical product.

- b. If yes, what percentage of inputs were sourced sustainably?  
Once the sustainable sourcing policy is in place, the percentage of sustainable sourced inputs will be tracked.

## Leadership Indicator

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format.  
No, not applicable as industry is not producing any physical product
2. If there are any significant social or environmental concerns and/or risks arising from production or
3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.  
This is not applicable since the company is not producing any physical product.
4. Whether Extended Producer Responsibility (EPR)





- disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

No, not applicable since company is not producing any physical product
3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Not applicable since company is not producing any physical product
4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Not applicable.
5. Reclaimed products and their packaging materials

(as percentage of products sold) for each product category.  
Not applicable.
- PRINCIPLE 3 - Businesses should respect and promote the well-being of all employees, including those in their value chains

Our company prioritizes the welfare of our workforce, viewing them as our greatest asset. Through various initiatives such as paid courses, in-house training programs, and ongoing development opportunities, we invest in nurturing organizational talent from entry into the company throughout their tenure. Additionally, we provide comprehensive corporate health insurance, modern maternity plans, and stress management workshops to support employee well-being and promote workplace productivity. These efforts aim to ensure access to medical care, ease financial burdens, and raise awareness about mental health, ultimately fostering a healthier and more productive workforce.

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
		Permanent employees									
Male	14140	14140	100%	14140	100%	NA	-	14140	100%	12022	85%
Female	4301	4301	100%	4301	100%	4301	100%	NA	-	4078	95%
Total	18441	18441	100%	18441	100%	4301	100%	14140	100%	16100	87%
		Other than Permanent employees									
Male	952	952	100%	935	98%	NA	-	0	0%	0	0%
Female	706	706	100%	706	100%	706	100%	NA	-	0	0%
Total	1658	1658	100%	1641	99%	706	100%	0	0%	0	0%

- b. Details of measures for the well-being of workers:  
Not Applicable
- c. Spending on measured towards well -being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2023-24	FY 2022-23
Cost Incurred on well-being measures as a % of total revenue of the company	0.43%	0.35%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total Employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	NA	Y	100%	NA	Y
Gratuity	100	NA	NA	100%	NA	NA
ESI	37	NA	Y	40.04%	NA	Y
Other - Pls. specify	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

We do not have a ramp facility in Building No. 109, 116 and 135P as it's not feasible due to high stairs entrance. In case any requirement is observed, to cater the same our security and housekeeping staff are available to assist our differently abled employees. Rest all our buildings have ramp facilities either fixed or movable. Other locations are also covered with this facility.
4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the entity does have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The policy is accessible on <https://www.pbfintech.in/pdf/equal-employment-opportunity-policy.pdf>.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	100%	91%
Female	96%	70%
Total	98%	81%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	We have an Employee Grievance Redressal policy in place, under which three EGRC committees - core committee, a first level escalation and, a second level escalation are constituted. Employees can reach out to the committees to formally file a grievance or to appeal the decision of a lower level committee, either via email or via the Company's digital employee help-desk called PB Support which is available on the Company's intranet. are dealt with in a confidential manner. The committees are entrusted to run unbiased and impartial enquiries based upon the principles of natural justice. The respondent is served with a chargesheet at the beginning of an enquiry. Both the complainant and the respondent are given an opportunity to be heard, to defend themselves, to present evidence and to bring forth witnesses. The Committee endeavours to complete the enquiry within a reasonable period but not beyond 15 working days and communicate its findings and its recommendations for action to the HR Head/Committee Head. The report of the committee is treated as an enquiry report on the basis of which an erring employee can be awarded appropriate punishment. The punishment can range from a verbal warning upto termination of service/contract. A record of the enquiry proceedings is maintained by the company and the report / document of reprimand is additionally placed in the personnel file of the employee(s).
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:  
There are no employee association(s) or unions recognized by the company.
8. Details of training given to employees and workers:

Category	Total (A)	FY 2023-24				Total (D)	FY 2022-23			
		On Health and safety measures*		On Skill upgradation*			On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	14140	13700	97%	12500	88%	10921	10506	96.2%	9064	83.0%
Female	4301	4295	100%	3900	91%	3397	3268	96.2%	2786	82.0%
Total	18441	17995	98%	16400	89%	14318	13774	96.2%	11,850	82.8%

\*Health and safety: Data includes joiners upto Feb'23 as the last workshop was held in early March'23. March'23 joiners were trained post closure of FY22-23. Skill upgradation include in-house induction, online and offline product and process refreshers, external and paid courses and certification programs.

9. Details of performance and Career development reviews of employees:

Category	Total (A)	FY 2023-24	% (B / A)	FY 2022-23		
		No. (B)		Total (C)	No. (D)	% (D / C)
Employees*						
Male	14140	14140	100%	10921	8969	82%
Female	4301	4301	100%	3397	2684	79%
Total	18441	18441	100%	14318	11653	81%

The company follows an annual appraisal cycle for which employees joining uptill 31st December are eligible for increments in the next year. Joiners from 1st January onwards are eligible for increment in the next financial year and receive pro-rated increment for the number of months served in excess of 12 months.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such a system?

Yes, the health and safety management system covers all employees at all facilities of the organization. Some of the infrastructure measures that have been undertaken to ensure health and safety of employees are as follows:

- Timely Maintenance and upkeep of electrical / plumbing equipment
- CCTV Surveillance and Monitoring
- Access Control for critical areas
- Physical Security of premises
- Fire and safety deployment and maintenance at premises
- Carry out sanitization and pest control across all facilities
- Catering to Medical Emergency and ensuring medical kits are available for timely help
- Maintaining Washroom Checklist for consistent hygiene
- Ensuring safe / filtered drinking water
- Office infrastructure is clean and hygienic
- Chair / workstations are ergonomic and well-maintained

b. What are the processes used to identify work-

related hazards and assess risks on a routine and non-routine basis by the entity?

The Company communicates, involves, and actively engages in training all employees on health and safety issues.

The Company monitors the internal health and safety performance, including work-related accidents, incidents, and significant ill-health occurrences such as epidemic threats and investigates those that do occur and helps reduce their number and severity.

The Company works closely with appropriate external agencies and within its industry to ensure the continued adoption of appropriate best-practice in health and safety management.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Considering the nature of the operations this is not directly applicable.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, the company has a policy of health and accident insurance for the employees. Also, the Company has tie-ups with hospitals and online consultations for the physical and mental well-being of employees.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	-	0.78
Total recordable work-related injuries	-	24
No. of fatalities	-	-
High consequence work-related injury or ill-health (excluding fatalities)	-	-

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

The Company has an Equal Employment Opportunity policy and a POSH policy in place. The Company is committed to maintain a work environment that is free from any harassment and has a work culture which is conducive for diversity. This Equal Opportunities Policy is subject to The Right of

Persons with Disabilities Act, 2016, The Transgender Persons (Protection of Rights) Act, 2019 and the HIV & AIDS (Prevention and Control) Act, 2017 and any rules, guidelines or government policies incidental thereto as amended from time to time, along with other applicable laws & regulations whose intent is primarily anti-discrimination. The objective of this policy is to provide equal opportunities in terms of employment, and protection from various forms of

discrimination throughout the employee lifecycle which includes recruitment to superannuation. The Company is committed to eliminate all kinds of discrimination on the grounds of HIV or AIDS, age, colour, disability, marital status, nationality, race, religion, gender or sexual orientation. The Company strives that all decisions on employment, career progression, training or any other benefits are solely based on qualification and merit.

Similarly, the Company's POSH policy is in line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ("Act") and the rules framed thereunder ("Rules"). The Company has formulated this anti-sexual harassment policy ("Policy") to prohibit, prevent or deter the commission of acts of Sexual Harassment against women Personnel at Workplace and to provide the procedure for the redressal of pertaining to Sexual Harassment of women Personnel at the Workplace.

The company also provides an Employee Assistance Program (EAP) to ensure there is a program in place for addressing mental wellness needs and holistic wellbeing of employees. For this, we have partnered with an external agency named Itol help to support our employees with professional counselling. It is a confidential service where employees reach out to the agency directly & avail counselling services through frequent sessions. The association also offers a range of reliable self-help resources like Online Library along with e-workshops on important issues like Mental Wellness, Stress Management etc.

All above mentioned offerings are borne by the organisation and do not incur any cost to our people. Under these policies, the following appointments are made to ensure any grievances arising out of EEO / SH are dealt with in a fair manner:

- Appointment of a Liaison officer to oversee recruitment of disabled as per The Right of Persons with Disabilities Act, 2016.
- Appointment of an officer for grievance redressal and complaint resolution in case of Transgender & people infected with and affected by HIV and AIDS respectively.
- Appointment of an Internal Committee for grievance redressal and complaint resolution in case of sexual harassment of women at the workplace
- The company also provides an Employee Assistance Program (EAP) to ensure there is a program in place for addressing mental health needs and holistic wellbeing of employees.

In addition to the above, from a cultural and psychological safety standpoint, the following policies have been adopted to safeguard our employees:

- Work from home Policy
- Loan Policy
- Employee Welfare Guideline
- Workplace Privacy For Employees
- Reward & Recognition Policy

13. Number of Complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA
Sexual Harassment	17	Nil	NA	18	2	2 complaints pending on closure of the FY 2022-23 are closed.
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour / Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Any other type of complaint	Nil	Nil	NA	Nil	Nil	NA

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	98%
Working Conditions	95%

The assessments have been carried on internally by the entity as part of the business operations.

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

The Administration and Facilities Management Team is responsible for conducting investigation of reported incidents, assisting in the development and implementation of the best practices to minimize risks, and eliminate / reduce occurrence of safety incidents.



Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

No, Though we don't offer the life insurance but to take care of immediate needs & requirement of the deceased family, the company provides ex-gratia as a welfare. Furthermore, all employees are covered by EPFO and receive EDLI benefits if a mishap occurs.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

We start empanelment of vendor under CLRA through Agreement, in which statutory measures are captured & vetted by Legal Team. Post agreement, attendance of deployed staff has been verified by PB official, and confirmation given to vendor to raise the invoice. Vendors is submitting invoices along with essentials documents & statutory challans of previous months as well as declaration of remittance/payments of statutory dues. After validation, invoices are being submitting to the finance team for payments post approval of BU head as per terms & conditions of the agreements.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees / workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

As a company we have not reached to the stage where the employees have reached to the retirement age. As a company we don't run out placement services but to ensure the well-being of the employees we do conduct multiple training/counselling session related to Health & Mental being etc.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable

PRINCIPLE 4 - Businesses should respect the interests of and be responsive to all its stakeholders

As a responsible organization, our primary goal is to ensure well-being for all stakeholders over the long term. To address investor concerns, we've established a Stakeholders Relationship Committee (SRC). Our technological infrastructure and data analytics capabilities are pivotal in resolving critical issues for all stakeholders, including customers, insurer partners, and lending partners. By providing valuable data insights to our insurer and lending partners, we aim to improve their service delivery while continuously investing in our platforms to enhance customer experience with convenience, speed, and choice.

5. Details on assessment of value chain partners:

	%age of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	-
Working condition	-

Additionally, we've formed a Risk Management Committee to oversee and minimize risks, safeguarding the interests of stakeholders to support our business objectives and foster sustainable growth. Our robust risk management framework is designed to effectively mitigate various business and operational risks.

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	N	Customer Feedback/Customer Satisfaction Index (CSAT) Website, Social Media Platforms	Ongoing	Customer Satisfaction
Employees	N	Notice Boards, Website, Employee Survey feedback, Annual Performance Review, Meetings, Trainings	Ongoing	Working condition, Employee performance and Career Progression, Employee Satisfaction
Shareholders	N	AGM, Investor meets, Filing to Stock Exchanges, Investor Grievance redressal mechanism, Newspaper publications, website of the company	Ongoing	Business Strategies and Performance
Regulatory Authorities	N	Regulatory Filings	Ongoing	Legal Compliances
Media	N	Press Releases, Social Media Platforms, Media interactions	Ongoing	Information dissemination, communicating company's perspective
Community	N	Corporate Social responsibility initiatives	Ongoing	Social welfare

Leadership Indicator

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

We believe in a consultative approach that involves all stakeholders to ensure value creation. We regularly report stakeholder concerns, both explicit and perceived, to the executive committee for consideration. We also share the Company's policies and actions as input for the stakeholders. These concerns are viewed as both risks and opportunities for the Company, and we identify strategies to mitigate the risks and capitalize on the opportunities.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs

Stakeholders are individuals or groups that have interests that are affected or could be affected by an organization's activities. The internal and external groups of key stakeholders have been identified on the basis of their immediate impact on the operations and working of the company and where the business can have the greatest impact. PB Fintech Limited recognizes existing and potential customers, employees, shareholders, investors, regulatory authorities, media, and community as its stakeholders.

received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, the company has always maintained a regular and proactive engagement with the Company's important stakeholders, allowing it to work efficiently on its ESG strategies and be transparent about the results. In response to current requirements and interactions with stakeholders, the Company performs periodic evaluations to update and revise policies.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

The Company actively engages and responds to the underprivileged, vulnerable, and marginalized segments of society. The Company, as part of its voluntary community initiatives, takes care of the needs of the poor and disadvantaged, either directly or through NGOs operating in the neighbourhood of activities.



PRINCIPLE 5 - Businesses should respect and promote human rights

Essential Indicators

We are dedicated to safeguarding the human rights of all individuals affected by our business operations, particularly our employees and those who may be

vulnerable or marginalized. We consistently promote adherence to our Human Rights Policy among our business partners and third-party associates. Additionally, we have implemented a Policy on Preventing Sexual Harassment in the Workplace and an Equal Employment Opportunity Policy, supported by accessible grievance redressal mechanisms to address any human rights-related concerns effectively.

1. Employees who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of / employees' workers covered (D)	% (D / C)
Permanent	18441	18441	100%	14318	14318	100%
Other than permanent	1658	1658	100%	1149	1149	100%
Total Employees	20099	20099	100%	15467	15467	100%

2. Details of minimum wages paid to employees, in the following format:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Permanent										
Male	14,140	20	0.14%	14120	99.86%	10,921	64	1%	10857	99%
Female	4,301	1	0.02%	4300	99.98%	3,397	28	1%	3369	99%
Other than Permanent										
Male	952	121	13%	831	87%	668	261	39%	407	61%
Female	706	13	2%	693	98%	481	36	7%	445	93%



Policybazaar extends LEAP programme to its Service Advisors

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) *	6	34,50,000	3	31,00,000
Key Managerial Personnel**	2	1,14,74,250	-	-
Employees other than BoD and KMP	14140	3,60,000	4301	3,13,728
Workers	-	-	-	-

\*Median Remuneration of directors does not include value of ESOPs.

\*\*KMPs other than board of directors

b. Gross wages paid to females as % of total wages paid by the entity in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to female as %age of total wages	19.73%	19.62

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No) .

Yes, the HR Head is the focal point responsible for addressing human rights impacts or issues caused or contributed to by the business.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The details of grievance redressal mechanism related to human rights issues are provided in Principle 3, point No. 6.

6. Number of Complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	17	Nil	NA	18	2	2 complaints pending on closure of the FY 2022-23 are closed.
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	17	18
Complaints on POSH as a % of female employees / workers	0.34	0.46
Complaints on POSH upheld	6	7



8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

PB Fintech Limited is committed to providing a safe and positive work environment. Employees also have access to several forums where they can highlight matters or concerns faced at the workplace. This is achieved through a well-established and robust grievance resolution mechanism, which are based on the principles of natural justice, confidentiality, sensitivity, non-retaliation, and fairness while addressing concerns. Also, the Whistle Blower Policy provides for the complete protection to the whistleblowers against any unfair practice like

retaliation, threat, or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the whistleblower's right to continue to perform his/her duties/functions including making further complaint.

<https://www.pbfintech.in/pdf/whistle-blower-policy-pbfintech.pdf>

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

No, however the Legal function is studying this and working towards including human rights requirements in business agreements and contracts.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	

All the assessments have been done by the entity during the course of business operations and according to applicable regulations and policies of the organization.

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.  
Not Applicable

Not Applicable

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

We do not have a ramp facility in Building No. 109, 116 and 135P as it's not feasible due to high stairs entrance. In case any requirement is observed, to cater the same our security and housekeeping staff are available to assist our differently abled employees. Rest all our buildings have ramp facilities either fixed or movable. Other locations are also covered with this facility.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	-
Discrimination at workplace	-
Child labour	-
Forced/involuntary labour	-
Wages	-
Others – please specify	-

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.  
Not Applicable

**PRINCIPLE 6 - Businesses should respect and make efforts to protect and restore the environment**

As a responsible corporate entity, our company is committed to minimising its environmental footprint. We adhere to all relevant environmental regulations governing our premises and operations, and we encourage stakeholders to do the same. Despite being a technology-focused firm with minimal environmental impact, we actively seek

ways to optimize resource usage in our operations. This includes integrating environmentally friendly equipment such as energy-efficient technologies. Additionally, we have implemented procedures for the responsible disposal of electronic waste (E-waste). Our company aims to embrace sustainable products and practices, working diligently to minimize the carbon footprint associated with our operations and facilities.

**Essential Indicators**

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24	FY 2022-23
From renewable resources		
Total electricity consumption (A)	173 GJ	212 GJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable resources (A+B+C)	173 GJ	212 GJ
From non - renewable resources		
Total electricity consumption (D)	28634 GJ	26410 GJ
Total fuel consumption (E)	3458 GJ	3999 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	32092 GJ	30409 GJ
Total energy consumed (A+B+C+D+E+F)	32265 GJ	30621 GJ
Energy intensity per rupee of turnover (Total energy consumption/ Revenue from operation)	9.39 GJ/Crores of Turnover	11.97 GJ/Crores of Turnover
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	2.58 GJ/Crores of Turnover	3.34 GJ/Crores of Turnover
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment / evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

N, No independent assessment / evaluation/assurance has been carried out by an external agency.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

The operations of the company are not covered under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water*	15000	12000
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	15000	12000
Total volume of water consumption (in kilolitres)	15000	12000
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	4.36 KL/Crores of Turnover	4.69 KL/Crores of Turnover
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total water consumption / Revenue from operations adjusted for PPP)	1.2 KL/Crores of Turnover	1.3 KL/Crores of Turnover

Parameter	FY 2023-24	FY 2022-23
Water intensity in terms of physicalOutput	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
*Municipal Water		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		
N, No independent assessment / evaluation/assurance has been carried out by an external agency		

4. Provide the following details related to water discharged:

Water is discharged into municipal drainage system and is not being tracked.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/ evaluation/assurance has been carried out by any external agency.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.  
Not Applicable

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023-24	FY 2022-23*
NOx	Gm/Kwh	0.55	-
SOx	-	-	-
Particulate matter (PM)	Gm/Kwh	0.08	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compound (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others- please specify	-	-	-

\*Tracking for this data has started from FY23-24

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y/N) if yes, name of the external agency.

No independent assessment/ evaluation/assurance has been carried out by any external agency

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 Equivalent*	1477	296
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	5695	5942
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO2 Equivalent / Crores of Turnover	2.09 TCO <sub>2</sub> e / Crores of Turnover	2.44 TCO <sub>2</sub> e / Crores of Turnover
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO2 Equivalent / Crores of Turnover	0.57 TCO <sub>2</sub> e / Crores of Turnover	0.64 TCO <sub>2</sub> e / Crores of Turnover
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

\*The increase in Scope1 GHG emissions are on account of inclusion of Refrigerate gases data in FY23-24

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/ evaluation/assurance has been carried out by any external agency

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

To affirm its commitment to Company's ESG Vision and to proactively reduce its carbon footprint, some of the significant measures undertaken by the Company on a continuous basis including during the year, are listed below:

a. Rationalisation of usage of electricity and electrical equipment – air-conditioning system, office illumination beverage dispensers, desktops

b. Installation of LED lights across all floors which almost emit no heat & UV emissions;

c. Regular monitoring of temperature inside the buildings and controlling the air conditioning system.

d. Usage of energy efficient illumination fixtures.

e. VRV/VRF air-conditioned systems are installed that are second generation energy efficient products

f. All electrical appliances that we are sourcing for the office are 5\* (star) rated for higher energy efficiency.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY2023-24	FY2022-23*
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.7	-
E-waste (B)	5.07	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	11.10	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)- Used Oil	-	-
Other Non-hazardous waste generated (H). Please specify, if any. - Paper	1.50	-
Total (A+B + C + D + E + F + G + H)	18.37	-
Waste intensity per rupee (Crores) of turnover (Total waste generated / Revenue from operations)	0.0053	-
Waste intensity per rupee (Crores) of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0014	-
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	18.37	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	18.37	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

\*Tracking for this data has started from FY23-24.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

N, No independent assessment / evaluation/assurance has been carried out by an external agency.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Green practices are engrained in the Company's culture, with employees willingly recycling and reusing paper in workstations to reduce waste. All the waste are sent for recycling through authorizes collectors. We are reusing all physical assets including information systems hardware and at the end of life the E-waste is given to authorized recyclers / collectors. Batteries and used oil generated are disposed of through authorized vendors.



11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

No facilities are in/around ecologically sensitive areas.
12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

The operations of the company are not covered by the 2006 notification on Environmental Impact Assessment
13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, PB Fintech Limited is compliant with all the applicable environmental laws and regulations based on its nature of business.
2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Scope 3 GHG emissions are not tracked currently.
3. With respect to the ecologically sensitive areas reported at Question 11 of Essential indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable
4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Not Applicable
5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

We have a comprehensive business continuity and disaster management plan in place. This plan covers services like rescue, firefighting, and first aid and it prioritizes safeguarding corporate data, operational integrity, infrastructure security, and personnel safety. The strategy also aims to contain incidents, minimize casualties, and facilitate rapid relief and recovery operations.
6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Not Applicable
7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Nil

Leadership Indicator

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility / plant located in areas of water stress, provide the following information:  
(i) Name of the area  
(ii) Nature of operations  
  
Water withdrawal, consumption and discharge in the following format:  
  
This is not being tracked currently

PRINCIPLE 7 - Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

7 (Seven)
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2	The National Association of Software and Service Companies (NASSCOM)	National
3	Internet and Mobile Association of India (IAMAI)	National
4	Digital Lenders Association of India (DLAI)	National
5	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
6	Confederation of Indian Industry (CII)	National
7	The Merchant Payments Alliance of India (MPAI)	National

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities

Not Applicable

Leadership Indicator

1. Details of public policy positions advocated by the entity:

S. No	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes / No)	Frequency of Review by Board (Annually / Half Yearly Quarterly /Other please specify	Web link, if available
The Company does not engage in advocacy for or against any policies. However, our active participation in trade and industry associations enables us to stay informed about industry developments, contribute to policy discussions within the business community.					

PRINCIPLE 8 - Businesses should promote inclusive growth and equitable development

Our Corporate Social Responsibility (CSR) Policy and Equal Opportunity policy underscore our dedication to fostering inclusive growth and fair development.

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

No requirement of Social Impact Assessments (SIA) of projects was applicable to the company during the FY 2022-23 or FY 2023-24.
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

There was no project involving R&R during the FY 2022-23 or FY 2023-24.
3. Describe the mechanisms to receive and redress grievances of the community.

There are several mechanisms in place to receive grievances from the community such as access to e-mail ID of Legal and Compliance officer, Website, Customer help-line/Toll-free number, Policybazaar and Paisabazaar App. and every outlet. The grievances from community are addressed by Legal and Compliance officer along-with Stakeholders' Relationship Committee of the Board.
4. Percentage of input material (inputs to total inputs by value sourced from suppliers).

Although we do not procure goods for further processing due to the nature of our business, we give preference for procurement of goods and services which are required to run its business, to the local small and medium enterprises which are listed with the Company. We also prefer local employees/ staffs for different manpower services, up to the extent possible.

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs / small producers	41%	40%
Directly from within India	100%	100%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-24	FY 2022-23*
Rural	-	-
Semi – Urban	1%	-
Urban	3%	-
Metropolitan	96%	-

\*Tracking for this data has started from FY23-24.  
Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Leadership Indicator

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above
2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Details of negative social impact identified	Corrective actions taken
Not Applicable	

S. No.	State	Aspirational District	Amount spent (In INR)
Not Applicable			

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)  
No, we does not have a preferential procurement policy.

(b) From which marginalized /vulnerable groups do you procure?  
Not Applicable

- (c) What percentage of total procurement (by value) does it constitute?  
Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge  
Not Applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.  
Not Applicable

6. Details of beneficiaries of CSR Projects:  
Not Applicable as the average profit of the last three Financial year was not positive, the company is not required to do any CSR spend.

PRINCIPLE 9 - Businesses should engage with and provide value to their consumers in a responsible manner

We are dedicated to prioritizing consumer needs by streamlining and digitalizing previously complex offline processes. Our efforts include simplifying renewals and providing real-time updates on services and claims requests for an enhanced consumer experience. Utilizing advanced technology such as chatbots and video calls, we effectively engage with consumers while also utilizing these tools for verification and fraud prevention purposes. For instance, we employ chatbots on WhatsApp to disseminate policy updates and schedule appointments with our advisors.

Streamlined processes such as KYC, fraud detection, and motor claims have been made more efficient through quick video and document uploads. We are also working towards introducing voice-assisted renewals to our range of renewal offerings. Our focus on technology solutions emphasizes automation and self-service options for consumers, supported by sales and service assistance through telecalls and chats via our website and app. Additionally, we have expanded our support network with accessible offline stores, where consumers can visit and schedule in-person appointments for guidance from our advisors.

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.  
  
At Policy Bazaar, a customer can primarily get in touch with the following modes:  
1. Complaint through My A/c.  
2. Complaint through social media  
3. Emails where IRDA is copied  
4. Emails where CXO's are copied  
5. Toll Free Number  
6. Customer raise a complaint through care@policybazaar.com  
7. Customer can raise a complaint through chat on PB website

- The organization has put in place a structured internal escalation mechanism to ensure systematic handling of all complaints along with addressing the complaints within a defined turnaround time and those surpassing the TAT are systematically escalated to the higher authority. Policy Bazaar has a system and a procedure for receiving, registering and disposing of grievances. The company ensures that the following minimum timeframes are adopted:
- a) Endeavour is made to send a written first-time response to a complainant within 2 hours of the receipt of the grievance.

b) The first-time response contains the name of the officer who will deal with the grievance

c) It contains the details of the insured grievance and the follow-up TAT procedure and the time to be taken for the resolution of the complaint

d) Where the complaint will get resolved within stipulated days, the resolution is communicated along with the acknowledgement.

e) Here the grievance is not resolved within the stipulated working days, it is mandatory to share the interim time with the customer on the follow-up done.

f) If the customer does not respond to calls and emails 3 times the complaint is closed, and an interim closure email is also sent. The complaint is again opened when the customer responds.

Regarding Paisabazaar, any customer having a grievance with respect to the product and services offered by the company may reach out to the Company through any of the following channels:

- Toll Free No.

Email at: care@paisabazaar.com

Write a letter at the address: Paisabazaar Marketing and Consulting Private Limited, Plot number 135P, Sector 44, Gurgaon-122001, Haryana.

The customers are requested to necessarily provide the following details which includes:

- Details of Products for which Grievance is made

Date of Application submitted

Details of Grievance

Valid Contact Information including Phone No. & E-mail ID registered with the Company at the time of registration for availing the services of Paisabazaar.

Once the customer Grievance is received, we will endeavour to send an acknowledgement / a response within 48 working hours of receiving the Grievance. After examining the matter, we will send our final response or explain why we need more time to respond and shall endeavour to do so within 30 days of receipt of Grievance.

The Nodal Grievance Redressal Officer details are as follows:

- E-mail- servicehead@paisabazaar.com

Call at - 0124-6473726

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	This is not applicable as the company is not providing and physical products/services.
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

The Company is committed to providing solutions that exceed customer expectations and enhance the level of business profitability. We consistently strive forth to ensure higher customer satisfaction.

	FY 2023-24			FY 2022-23		
	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Data Privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber Security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	11134	130	Out of 130 complaints, only 25 complaints are currently open and under process.	7918	12	12 complaints pending on closure of the FY 2022-23 are closed.

4. Details of instances of product recalls on account of safety issues:  
Not Applicable
5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes. Information and Cybersecurity Policy of Policybazaar Insurance Brokers Private Limited. Security solutions like DLP, SOC, WAF (anti-throttling, geo-location protection, application security, bot protection, client reputation), anti-malware, XDR, email security suite are implemented to prevent security/privacy breaches. Periodic information security awareness trainings are conducted to ensure employees are aware of information security responsibilities. Additionally, Policybazaar and Paisabazaar are ISO 27001 and PCI DSS certified. <https://www.policybazaar.com/legal-and-admin-policies/> <https://www.paisabazaar.com/privacy-policy>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security

and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

PB Fintech Limited has a comprehensive cybersecurity framework which includes policies, processes, procedures and standards aimed at achieving and sustaining the enterprise-level information security objectives. The company has implemented solutions like WAF, next-gen firewall, endpoint security, cloud workload security, URL proxy, cloud security groups, logging & monitoring and cyber threat intelligence are in place to ensure adequate protection against security breaches. Processes like user access rights review, database access review, principle of granting least privilege and backup management among others are defined, documented and implemented to further strengthen the cyber security and data privacy.

7. Provide the following information relating to data breaches:  
  
a. Number of instances of data breaches  
Nil



<div>b. Percentage of data breaches involving personally identifiable information of customers Nil</div> <div>c. Impact, if any, of the data breaches Nil</div>	<div>2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services. Not Applicable</div>
	<div>3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services. Not Applicable</div>
	<div>4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)  Product information display on the product is not applicable to the nature of our business.</div>
<div>Leadership indicators</div> <div>1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available). Information on products and services of the entity can be accessed through the websites and the apps of the company. <a href="https://www.pbfintech.in">https://www.pbfintech.in</a> <a href="https://www.policybazaar.com">https://www.policybazaar.com</a> <a href="https://www.paisabazaar.com">https://www.paisabazaar.com</a></div>	