Particulars	Lending Service Provider ('LSP') *An agent of a Regulated Entity who carries out one or more of lender's functions or part thereof in customer acquisition, underwriting support, pricing support, servicing, monitoring, recovery of specific loan or loan portfolio on behalf of REs in conformity with extant outsourcing guidelines issued by the Reserve Bank.*	Digital Lending App ('DLA') *Mobile and web-based applications with user interface that facilitate digital lending services. DLAs will include apps of the Regulated Entities (REs) as well as those operated by LSPs engaged by REs for extending any credit facilitation services in conformity with extant outsourcing guidelines issued by the Reserve Bank.*
Name of the LSP/ DLA *(Mention separately for each of the engagement)*	RESPO FINANCIAL CAPITAL PRIVATE LIMITED	ZYPE
Logo of the LSP/ DLA	Respo	zype
Details of activities for which the LSP/ DLA is engaged *(Mention separately for each of the engagement)*	1.Customer onboarding 2.Underwriting and credit assessment support 3.Loan servicing and monitoring 4.Recovery services 5. Customer service	Customer acquisition
Contact details of Nodal Grievance Redressal Officer of LSP/ DLA	**Name**: Mr. Swapnil Kinalekar **Address**: 2nd Floor, Dyna Business Park, Street No. 1, MIDC, Andheri (East), Mumbai 400 093 **Email ID**: nodal@respo.co.in **Contact**: 022-28256467	**Name**: Mr. Paritosh Malondkar **Address**: 7th Floor, Dyna Business Park, Street No. 1, MIDC, Andheri (East), Mumbai – 400 093 **Email ID**: info@getzype.com **Contact number**: +91 9930 344 937
Details of Customer Support of LSP/ DLA	A customer may log in a complaint through any of the following channels: • Write an email to us at support@respo.co.in • You may write a letter at the address – 2nd Floor, Dyna Business Park, Street No. 1, MIDC, Andheri (East), Mumbai 400 093	A customer may log in a complaint to the Company through any of the following channels: • Write an email to us at support@getzype.com; or • You may write a letter at the address – 7th Floor, Dyna Business Park, Street No. 1, MIDC, Andheri (East), Mumbai 400 093
Link to section on website of LSP/ DLA for customers to lodge a complaint	https://respo.co.in/grievance-redressal/ https://respo.co.in/lodge-a-complaint/	https://www.getzype.com/grievance-redressal/
Website URLs, including App links in Google Playstore or Apple Appstore	https://respo.co.in/	Website of DLA: https://www.getzype.com/ App Store Link Google Playstore Link Xiaomi Store link Indus Appstore

Link to Privacy Policy of LSP/ DLA	https://respo.co.in/privacy-policy/	https://www.getzype.com/privacy-policy/
Link to Customer Data Handling and Storage Policy of LSP/ DLA	https://respo.co.in/customer-data-policy/	https://www.getzype.com/customer-data-policy/ https://www.getzype.com/data-deletion/
Details of loan products provided	Personal Loan	Personal Loan
Name of the Lender	VIVRITI CAPITAL LIMITED (formerly Hari and Company Madras Investments Limited and Hari and Company Madras Investments Private Limited)	VIVRITI CAPITAL LIMITED (formerly Hari and Company Madras Investments Limited and Hari and Company Madras Investments Private Limited)