

# Quality Policy

Indiabulls is consistently providing products and services that meets or exceeds the requirements and expectations of our customers and complies with statutory and regulatory guidelines. Organization believes in the philosophy of complete and speedy resolution to create satisfaction among our customers. Quality team took this challenge to institutionalize the philosophy of customer service through adequate training of our employees, adherence to proven procedures, total commitment to meet and exceed customer requirements, and maintaining a company culture that fosters continuous improvement.

Our objective is to deliver complete service on time, every time.



**Sachin Chaudhary**  
COO & ED, IBHFL.

Dated: 12<sup>th</sup> December, 2016