

Flipkart's Service Arm, Jeeves, Collaborates with ApnaComplex to Offer Hassle-Free Home Repair and Maintenance services in Apartment Societies through FHS

- *Flipkart Home Services (FHS) on ApnaComplex mobile app is currently live in 6 cities*
- *Starting with mobile, laptop repairs and appliance installation, Jeeves plans to expand the services to all large appliance repairs and AC cleaning*
- *Customers will enjoy a cost-effective service guarantee from highly trained technicians*

Bengaluru - December 20, 2023: Flipkart's service arm, Jeeves, today announced its collaboration with ApnaComplex, ANAROCK India's leading society management solution provider, to offer Flipkart Home Services (FHS) to meet the product repair, maintenance and installation service requirements of residents in communities automated by ApnaComplex. This will enable approximately 6.5 lakh residents living across ApnaComplex's network of 6000 gated communities to have hassle-free access to an extensive range of home services through highly skilled technicians.

Flipkart Home Services is a one-stop solution for all repair, installation, cleaning, and maintenance needs. The services currently offered on the ApnaComplex mobile app include installation services of large appliances such as televisions, air conditioners, and furniture, repair of mobiles and laptops and cleaning services. Jeeves intends to broaden the range of services to include maintenance and repair of home appliances. The residents can avail of these services using the ApnaComplex mobile app across six cities: Bangalore, Chennai, Delhi, Hyderabad, Mumbai, and Pune. These services can be availed irrespective of where the product was purchased.

Speaking about the partnership, **Dr. Nipun Sharma, CEO at Jeeves Consumer and F1 Info Solutions & Service, Flipkart Group**, said, *"We, at Jeeves, are committed to building a comprehensive and customer-centric after-sales and home services network. So far, our offerings have received positive responses from customers using the Flipkart app, and we will continue to deliver cost-effective and reliable services to them. In our pursuit to provide customers with convenient home services that address their essential needs, we are excited to embark on this journey together with ApnaComplex, ANAROCK. The collaboration gives us an*

opportunity to explore a newer customer touchpoint and reinforces our dedication to delivering exceptional customer experiences both to Flipkart and non-Flipkart customers on ApnaComplex, ANAROCK.”

Shajai Jacob, Managing Director & Country Head, ApnaComplex & ANACITY, ANAROCK, added, *“We are thrilled to collaborate with Jeeves, a trusted name in the after-sales services industry. By adding a wide array of home services offered by Jeeves on our platform, we are further providing last mile access to commonly required services by residents and societies using our mobile app, ApnaComplex. Additionally, as the largest white-label community management solution provider in India & Middle East, this collaboration aligns perfectly with our commitment to enhancing the residential experience of our real estate developer partners and their communities. We are excited about this association because it’s at an opportune time as ApnaComplex accelerates its growth in India by leveraging its real estate developer relationships through its parent company, ANAROCK, and in the Middle East through its overseas arm, ANACITY. This partnership marks another significant milestone in delivering excellence and convenience to our valued societies, management committees and residents.”*

With a "customer-first" philosophy, Jeeves places a strong emphasis on delivering an exceptional customer experience. The wide range of comprehensive after-sales solutions such as repair, maintenance, installation, demo, and VAS (Value-added service), including protection and extended warranties, inbound, outbound, and non-voice customer care services spanning across 40+ product categories, has helped Jeeves scale. Along with convenience and expert service from skilled professionals, customers also get a service guarantee and access to genuine spares at a standard price.

About the Flipkart Group

The Flipkart Group is one of India’s leading digital commerce entities and includes group companies Flipkart, Myntra, Flipkart Wholesale, Flipkart Health+, and Cleartrip.

Started in 2007, Flipkart has enabled millions of sellers, merchants, and small businesses to participate in India's digital commerce revolution. With a registered customer base of more than 500 million, Flipkart's marketplace offers over 150 million products across 80+ categories. Today, there are over 14 lakh sellers on the platform, including Shopsy sellers. With a focus on empowering and delighting every Indian by delivering value through technology and innovation,



Flipkart has created lakhs of jobs in the ecosystem while empowering generations of entrepreneurs and MSMEs. Flipkart is known for pioneering services such as Cash on Delivery, No Cost EMI and easy returns, which are customer-centric innovations that have made online shopping more accessible and affordable for millions of Indians.

For more information, please write to media@flipkart.com