



FAIR PRACTICE CODE

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I. INTRODUCTION

The purpose of this document is to define the Fair Practice Code (FPC) of the company in accordance with the RBI Directions for Non-Banking Finance Companies.

Pursuant to the guidelines issued by the Reserve Bank of India (RBI)'s Circular **DNBR (PD) CC.No.054/03.10.119/2015-16** dated July 1ST, 2015, the Board of Directors have adopted a Fair Practices Code at its meeting held on 5TH, day in the Month of April, 2017 in Jaipur and in line with the amendment in the guidelines issued time to time the Board of Directors of the Company, had approved and adopted the "Fair Practice Code" accordingly to provide transparency in business dealing with the customers of the Company, which came into force with immediate effect.

II. OBJECTIVES OF THE FAIR PRACTICES CODE

The key objective of our FPC shall be as below: -

- (a) To increase transparency so that the customers can have better understanding of the products/services being offered by the Company;
- (b) To promote a fair and cordial relationship between customers and the Company;
- (c) To ensure that the client is given the services that is ethical, fair and reasonable & is within the framework of the relevant laws and regulations.

III. DISCLOSURE

The Company will transparently disclose to the borrower all information about fees/charges payable for processing the loan application, pre-payment option and any other charges. In other words, Company will disclose 'all in cost' inclusive of all charges involved in processing /sanction of loan application in a transparent manner. It will also be ensured that such charges/fees are non-discriminatory.

IV. FAIR PRACTICE CODE MINIMUM REQUIREMENT:

(i) Applications for loans and their processing:

- a. All communication and documents will be explain to the borrower in the language understood by the borrower.
- b. Loan application forms included necessary information which affects the interest of the borrower, so that a meaningful comparison with the terms and



Conditions offered by other NBFCs can be made and informed decision can be taken by the borrower.

- c. The documents required to be submitted by the borrower for availing the loan will be indicated to the borrower at the time of sourcing the loan product.
- d. After receipt of Application FORM from the borrower, acknowledgement receipt clearly mentioning the time frame within which loan applications will be disposed of, shall be handed over to the borrower.

(ii) Loan Appraisal and Terms and Conditions:

- a) Company conveys in writing to the borrower by means of sanction letter or otherwise, the amount of loan sanctioned along with all terms and conditions including annualized rate of interest, method of application, EMI Structure, prepayment charges and keep the written acceptance of these terms and conditions by the borrower on its record.
- b) The penal interest charged for late repayment will be mention in the loan agreement.

(iii) Disbursement of loans including changes in terms and conditions:

- (a) The loan agreement will be approved by Board.
- (b) Disbursement is made in accordance with the disbursement schedule given in the Loan Agreement/ Sanction Letter.
- (c) Decision to recall / accelerate payment or performance under the agreement or seeking additional securities, will be in consonance with the loan agreement.
- (d) Company releases all securities on repayment of all dues or on realization of the outstanding amount of loan subject to any legitimate right or lien for any other claim, Company may have against borrower.

(iv) Guarantors

When an individual person intends to be a guarantor for a loan, he / she will be informed about:

- (a) his / her liability as guarantor;
- (b) the amount of liability he / she will be committing himself / herself to the company as guarantor;
- (c) circumstances in which the Company may call on him / her to pay up his / her



liability;

- (d) whether his / her liabilities as a guarantor are limited to a specific quantum or are they unlimited; and

(v) Privacy and Confidentiality

The Company will treat the personal information of customers, even when the customer is no longer a customer, as private and confidential. The Company will not reveal the personal data or personal information of customer to anyone including other companies in the group **except when:**

- (a) Required by law
- (b) Pursuant to duty towards public to reveal information
- (c) Our interest requires giving information
- (d) With customers permission
- (e) If the Company gives a reference about customer to companies in the group with the prior written permission of the customer.

(vi) Collection of Dues:

In the matter of recovery of loans, the Company will not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of Loans etc. As complaints from customers also include rude behavior from the staff of the companies. Company will ensure that the staffs are adequately trained to deal with the customers in an appropriate manner.

(vii) Grievance Redressal Mechanism:

- (a) The Board of Directors of the Company has laid down an appropriate Grievance Redressal Mechanism within the Company to resolve disputes raised by customers.
- (b) The name and contact details of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company are mentioned below:

Grievance Redressal – Contact Details

Name: Shridhar Modi

Designation: Chief Executive Officer & Nodal Officer Contact Number: 0141-4036554

Email: shridhar@msfincap.com

Website: www.msfincap.com



Address:

MS Fincap Private Limited

C-81 B, Chaitanya Marg, C-Scheme Jaipur-302001, Rajasthan

If the complaint/grievance is not resolved within a period of one month, the applicant /borrower may appeal to the Officer-in- Charge of the Regional Office of the Reserve Bank of India at the following address:

Officer-in-Charge of DNBS

Reserve Bank of India

Department of Non-Banking Supervision

Regional office, Ram Bagh Circle, Tonk Road

Jaipur-302004, Rajasthan

(c) The Grievance Redressal Mechanism is placed on the Company's website.

V. GENERAL

- (a) The Company will refrain from interference in the affairs of the borrower except for the purposes provided in the terms and conditions of the loan agreement (unless new information, not earlier disclosed by the borrower, has come to the notice of the Company);
- (b) Company displayed all the products and services in vernacular language or a language as understood by the borrower;
- (c) Company will trained its field staff to make necessary enquiries with regard to existing debt of the Borrowers;
- (d) Company accepts requests for transfer of a loan account, either from the borrower or from a bank/financial institution, in the normal course.
- (e) Company will not discriminate between our customers on the basis of age, race, caste, gender, marital status, religion, or disability. However, this shall not preclude the Company from instituting or participating in schemes framed for different sections and age groups of the society.
- (f) The Fair Practice Code as revised from time to time will be made available on the website of the Company.