

KOGTA FINANCIAL (INDIA) LIMITED

Fair Practices Code

Introduction

The Reserve Bank of India has issued its extant guideline in respect of Fair Practice code, to be followed by an NBFC, by defining and setting standards, which are expected to comply with, while dealing with its existing or prospective customers, vide master circular **DNBS.CC.PD.No. 320/03.10.01/2012-13** dated February 18, 2013. These guidelines are issued under section 45 L of Reserve Bank of India Act, 1934.

Kogta Financial (India) Limited has put in place the best practices to be followed while operating (which has been set out forth in this document) and implemented a “Fair Practice Code” for the Company.

The code is applicable on all the services, rendered by the company from all its operating/service locations covering its every single establishment. The officials and authorized signatories of the company are required to follow the code meticulously, irrespective of the place and location as well as the medium through which they render services. We have adopted a revised Fair Practices Code and will implement this Code in our organization, which has duly been approved by the Board of Directors in their meeting held on September 22, 2014.

Our Company Declares and undertakes that the primary objectives of the Code are as follows:

- To provide and promote professional, efficient, diligent and speedy services in the matter of Asset Financing.
- Not to discriminate any borrower on the basis of religion, caste or sex.
- To be fair & honest in advertisement and marketing of loan products.
- To provide customers with accurate and timely disclosure of terms, costs, rights and liabilities regarding loan transactions and to promote cordial relationship between customer & company.
- To attempt in good faith to resolve any disputes or differences with customers by setting up complaint resolution process within the organizations.
- To comply with all the regulatory requirements in good faith.

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1. Applications for loans and their processing

- A prospective customer shall be given all the necessary information, in a vernacular language or a language as understood by customer, adequately explaining the range of loan products available with our Company to suit his needs.
- On exercise of choice, the customer shall be given the relevant information about the loan product of his choice. All information about the fees/charges, if any payable for processing, the amount of such fees refundable in the case of non acceptance of application, pre-payment options and any other matter which affects the interests of the borrower shall be prescribed in the Application Form. This information will enable the applicants to have a meaningful comparison with similar provisions of other companies and thereafter to take an informed decision.
- The customer would be explained the processes involved till sanction and disbursement of loan and would be notified of timeframe within which all the processes will be completed ordinarily in our Company.
- Customer would be informed of the names and phone numbers of the persons whom he can contact for the purpose of loan to suit his needs.
- The Company has a system of giving acknowledgement for receipt of all loan applications indicating the time frame within which the applications will be disposed of.

2. Loan appraisal and terms/conditions

- The Company shall make proper and prompt assessment of all Loan applications.
- The Company shall conduct a due diligence on the credit worthiness of the applicants. Mere offering of Hypothecation on Asset will not be the sole consideration for sanctioning loans.
- When sanctioned, the company shall convey to the applicant the details of Loan amount, interest rates, penal interest for late payment, repayment schedule, terms & conditions for loan and other charges in Loan Agreement in writing to the borrower in the vernacular language or any other language as understood by the borrower by means of sanction letter or otherwise.
- The Company shall furnish a copy of the loan agreement in the vernacular language or a language as understood by the Borrower along with a copy of all

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enclosures quoted in the loan agreement to all the Borrowers at the time of sanction/ disbursement of loans.

3. Disbursement of loans including changes in terms and conditions

- The Company will ensure timely disbursement of loan sanctioned in conformity with the terms & conditions. The Company will give notice to the borrower of any change in the terms & conditions including disbursement schedule, interest rates and any other the charges. Further, the changes in interest rates and charges shall be affected only prospectively, and the conditions in this regard will be incorporated in the Loan Agreement.
- If the company decides to recall/accelerate payment or performance under the agreement or to seek additional securities, it shall give notice to borrowers, as specified in the loan agreement or a reasonable period, if no such condition exists in the loan agreement.
- The Company shall carry out post disbursement supervision of all the credit facilities sanctioned by it to ensure that the funds extended by it are safe and are deployed as per the terms of sanctions.
- The company shall release all securities on repayment of all dues or realization of the outstanding amount of loan subject to any legitimate right or lien for any other claim it may have against borrowers. If such right to set off is exercised, borrowers shall be given notice about the same with full particulars about the remaining claims and the documents under which the company is entitled to retain the securities till the relevant claim is settled/paid.

4. General

- The company will not interfere in the affairs of the borrower except for the purposes provided in the terms and conditions of sanction of the loan (unless new information, not earlier disclosed by the borrower, has come to the notice of the lender).
- In case of receipt of request for transfer of borrower account, either from the borrower or from another lender, which proposes intends to take over the account, the consent or otherwise i.e. objection of the Company, if any, depending upon case to case basis, shall be should be conveyed to the customer and the other lender within 21 days from the date of receipt of request. Such transfer shall be as per transparent contractual terms in consonance with law.
- In the matter of recovery of loans, the company will not resort to harassment VIZ persistently bothering the borrowers at odd hours, use of muscle power for

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recovery of loans, etc. The company shall ensure about the adequate training of staff to deal with the customer in an appropriate manner.

5. Grievance Redressal Cell

- The Company will always make effort to redress the complaints of the customers at the earliest and in the best possible way and provide the customer with our best services. The Branch Manager will act as a first point contact for the customer wherein he can make his complaint in writing.
- In the event of non-disposal of complaint by the designated Branch manager, the same will escalate to the Grievance Redressal Officer, who would take steps to resolve the same expeditiously.
- Mr. Arun Kogta, Chief Executive Officer, of the Company is designated as the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company at the following address:-

Mr. Arun Kogta
Kogta House, Azad Mohalla, Bijainagar, Dist. Ajmer-305624
E Mail ID: arun@kogta.in
Contact No.: 01462-230232

- If the complaint / dispute is not redressed or remains unresolved within a period of one month by the Grievance Redressal Officer, the customer may appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI at following address:

The General Manager, Reserve Bank of India,
Department of Non Banking Supervision,
3rd Floor, Ram Bagh Circle, Tonk Road
Jaipur – 302 052 (Rajasthan)

- The Board of Directors makes periodical review of the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management.

6. Pricing Determination Policy/ Excessive Interest Rate Policy

- The Board has adopted an interest rate model/Pricing determination policy taking into account relevant factors such as cost of funds, margin, risk premium, customer profile, underlying security etc and determines the rate of interest to be charged for loans and advances. The rate of interest and the approach for gradations of risk and rationale for charging different rate of interest to different categories of borrowers is disclosed to the borrower and rate of interest is communicated explicitly in the welcome/sanction letter. Risk gradation is

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determined based on the risk associated with products, type of loans, value of collateral available, tenor, quantum of loan etc.

- The rate of interest mentioned are annualized rates so that the borrower is aware of the exact rates that would be charged to the account. The same is mentioned on the application form also.