

LENDINGKART FINANCE LIMITED  
(Formerly AADRI INFIN LIMITED)

## Fair Practices Code

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## Important definitions

**Company:** 'Company' shall mean the organization 'Lendingkart Finance Limited ("LFL") for which this Fair Practice Code is framed

## Purpose

This has reference to RBI Circular No. RBI/2015-16/16 DNBR (PD) CC.No.054/03.10.119/2015-16 13 dated 01<sup>st</sup> July,2015, wherein the Reserve Bank of India (RBI) has revised the guidelines on Fair Practices Code for NBFCs to implement the same.

The Fair Practices Code, as mentioned herein below, is in conformity with these Guidelines on Fair Practices Code for NBFCs as contained in the aforesaid RBI Circular. This sets minimum Fair Practice standards for the Company to follow when dealing with customers. It provides information to customers and explains how the Company is expected to deal with them on a day to day basis.

This policy applies to all customers including those with any complaints / enquiries as posted on social / any other media and we encourage all customers to reach out to the below platforms as required.

## Objective

The code has been developed with an objective of:

- Ensuring fair practices while dealing with customers
- Greater transparency enabling customers in having a better understanding of the product and taking informed decisions
- Building customer confidence in the company

## Applications for Loans and their processing

- The Company mainly offers **Working capital loan** to its customers, in the SME segment, wherein the borrower would require assistance as compared to mid-large corporate clients who are well versed and equipped with financial market business.
- The 'Application Form / appropriate documents' of LFL will include all information that is required to be submitted by the Borrower. Necessary information will be provided by LFL to facilitate the Borrower in making a meaningful comparison with similar terms and conditions offered by other Non-Banking Finance Companies (NBFCs) and taking an informed decision based on the aforesaid comparison. Further, the Content of the Agreement is explained to the Borrower in Vernacular language.
- The 'Application Form/ appropriate documents' of LFL may also indicate the list of documents required to be submitted by the Borrowers along with the Application form.
- LFL has a mechanism of giving an acknowledgement for receipt of Application form to its Borrower for availing loans. LFL would inform the Borrower about its decision within reasonable period of time from the date of receipt of all the required information in full.

## Loan appraisal and terms/conditions

LFL shall convey in writing to the Borrower by way of a sanction letter or otherwise, the amount of limit sanctioned along with all the terms and conditions including rate of discount/ interest and method of application thereof and keep the acceptance of these terms and conditions by the borrower on LFL's record. Any clause relating to penal interest charged for late repayment will be specified in the Loan Agreement.

## Disbursement of loans (including changes in terms and conditions)

- Through its published website or as appropriate if specific to a customer, LFL will give Notice to its Borrower(s), of any change in the terms and conditions of the sanction. LFL will also ensure that changes in discount/ interest rates and charges are effected only prospectively.
- Decision to recall/ accelerate payment or performance under the Agreement will be in consonance with the respective loan Agreement.
- Due No- objection certificate will be issued to the customer on fulfilment of said terms within 15 workings days of completion of formalities, based on demand raised by the customer.

## Other Guidelines

- LFL will refrain from interference in the affairs of its Borrower except for the purposes provided in the terms and conditions of the respective loan agreement (unless new information, not earlier disclosed by the Borrower, which may come to the notice of LFL).
- In case of receipt of request from the Borrower for transfer of Borrowal account, the consent or otherwise i.e. objection of LFL, if any, is generally conveyed to such Borrower within 21 days from the date of receipt of the Borrower's request. Such transfer will be as per transparent contractual terms in consonance with all the applicable laws.
- In the matter of recovery of outstanding dues of its Borrower, LFL does not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans/dues, etc. Training will be imparted to ensure that staff is adequately trained to deal with customers in an appropriate manner.
- LFL does not charge any foreclosure charges/ pre-payment penalties on term loans, if sanctioned to individual borrowers.

## Grievance Redressal Mechanism

In the present competitive scenario, excellent customer service is an important tool for sustained business growth. Customer complaints are part of the business life in any corporate entity.

At LFL, customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. LFL has come up with a lot of initiatives that are oriented towards providing a better customer experience and an efficient complaints redressal mechanism with a view to providing enhanced experience to our customers.

In order to make LFL's redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given frame- work of rules and regulation.

## Machinery to handle customer complaints/ grievances

Customers who wish to provide feedback or send in their complaint may use the following channels **between 9:30 am and 6:00 pm, from Monday to Friday (except on national holidays).**

### a) Internal Machinery to handle the customer complaints

- Call our Customer Service Helpline on **0124-3864889**
- Email us at [care@lendingkart.com](mailto:care@lendingkart.com)
- Write to us at the mentioned address: **14<sup>th</sup> Floor, The First, The First Avenue Road, behind Keshavbaug Party Plot, Vastrapur, Ahmedabad - 380015**

b) In case the complaint is not resolved within a period of fifteen days or if he/she is not satisfied with the solution provided by LFL, the customer can approach the Nodal Officer and Grievance Redressal Officer:

<b>Name</b>	Mr. Abhishek Arora
<b>Designation</b>	Nodal Officer and Grievance Redressal Officer
<b>E-mail</b>	<a href="mailto:grievance.redressal@lendingkart.com">grievance.redressal@lendingkart.com</a>
<b>Contact Number</b>	+91 70690 87586

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the LFL falls. The details of DNBS is as given below:

**Dy. General Manager, Department of Non-Banking Supervision (DNBS)**

**Reserve Bank of India, Central Office**

**Centre 1, World Trade Centre**

**Mumbai – 400 005**

**i. Mandatory display requirements**

LFL has the following in all our branches:

- Appropriate arrangement for receiving complaints and suggestions.
- Display of the name, address and contact number of the Complaint Redressal Officer

The process of the complaints redressal unit will ensure closure of all complaints to the customers' satisfaction.

They will ensure that the complaint is escalated to the appropriate levels in case it is not possible to resolve at his/her level. Whilst the ultimate endeavour is to ensure we reach a situation where our customers don't have to complain to senior management to get an effective redressal, we have put in a robust mechanism to handle these complaints, review them from a point of view of understanding reasons for the complaint and for the escalation and working on prevention of recurrence thereof.

**ii. Time frame**

To register complaints, the customers may use any of the channels mentioned above (refer point (a) on Internal Machinery to handle the customer complaints). If the complaint has been received in writing, LFL will endeavour to send an acknowledgement / response within a week. Once the matter is examined, LFL endeavours to either send a final response to the customer or an intimation seeking more time within one month upon receipt of complaint.

Complaints that are received at our end will be seen in the right perspective and would be analysed from all possible angles. The communication of LFL's stand on any issue will be provided to the customers. Complaints that require some time for examination of issues involved will be acknowledged promptly.

The aforesaid policy will be reviewed periodically /revised as and when there are any new changes incorporated by LFL in handling complaints / grievances of the customer which includes introduction of new grievance channels, if any.

## **Regulation of Excessive Interest Charged**

The Company has laid down appropriate internal principles and procedures in determining interest rates and processing and other charges. The rate of interest to be charged depends much upon the gradation of the risk of borrower viz. the financial strength, business, regulatory environment affecting the business, competition, history of the borrower etc. The rate of interest and total interest amount to be charged over complete tenure of loan will be communicated so that the borrower is aware of the exact interest liability that would be charged to the borrower.