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## FAIR PRACTICE CODE

### Introduction

Arthan Finance Private Limited (hereinafter referred to as “Arthan Finance” or “the Company”) is a private limited company incorporated under the provisions of the Companies Act, 2013 and has received approval from Reserve Bank of India (RBI) to become an Non-Deposit Accepting Holding Non-Banking Financial Company.

Arthan Finance is engaged in the business of extending loans to entrepreneurs engaged in micro, small and medium enterprises with limited access to formal financial services.

Arthan Finance has formulated this Fair Practices Code in conformity with the Master Circular issued by Reserve Bank of India vide Circular No. RBI/201516/DNBR(PD) CC.No.054/03.10.119/2015-16 Dated July 01, 2015 and amendments communicated from time to time. This sets minimum Fair Practice standards for the Company to follow when dealing with its customers. It provides information to customers and explains how the Company is expected to deal with them on a day to day basis.

This Fair Practices Code shall apply to the all categories of products and services offered by the Company. 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.

This Policy is displayed on the website of the Company for the information of the public

### Objective of the Code

The code has been developed with the following main objectives:

- a. Ensuring fair practices while dealing with customers
- b. Ensuring transparency to enable customers to have a better understanding of the products for taking informed decisions
- c. Building customer confidence in the company

## **Operating Guidelines**

### **A. Applications for Loans and their processing**

- a. Company's official language for all communications within the Company or with third parties shall be English.
- b. All communication to the Borrower shall be in English and/or in vernacular language as understood and confirmed by the borrower.
- c. The 'Application Form/appropriate documents' of the company shall include necessary information to facilitate the Borrower in making an informed decision.
- d. The 'Application Form/ appropriate documents' of the Company may also indicate the list of documents required to be submitted by the Borrowers along with the Application form.
- e. The Company shall have a mechanism of giving an acknowledgement for receipt of Application to its Borrower for availing loans. The Company would inform the Borrower about its decision within reasonable period of time from the date of receipt of all the required information in full.

### **B. Loan appraisal and terms/conditions**

- a. The Company shall convey to the borrower in writing, either in English and/or in vernacular language as understood by the borrower, by way of a sanction letter or otherwise, the amount of loan/limit sanctioned along with all the terms and conditions including annualized rate of interest and method of application thereof and keep the acceptance of these terms and conditions by the borrower on the Company's record.
- b. Any clause relating to penal interest charged for late repayment will be specified in bold in the Loan Agreement
- c. The Company at the time of sanction / disbursements of loans will furnish a copy of loan agreement along with all enclosures quoted in the loan agreement to the borrower
- d. Arthan Finance ensures to convey and explain in detail all the terms and conditions of Sanction letter, agreement etc., in the language preferred by the customer

### **C. Disbursement of loans including changes in terms and conditions**

- a. Through its published website or as appropriate if specific to a customer, the Company will give Notice to its Borrower(s), in English and/or in vernacular language as understood by the borrower, of any change in the terms and conditions of the sanction. The Company will also ensure that changes in interest rates and charges are effected only prospectively.
- b. Decision to recall/ accelerate payment or performance under the Agreement will be in consonance with the respective loan Agreement.
- c. The Company will release all securities of its Borrower only on repayment of all dues by such Borrower, or only on realization of the outstanding amount of the Borrower's availed limit, subject to any legitimate right or lien for any other claim which the Company may have against its Borrower. If such right of set off is to be exercised, the Borrower will be given notice about the same with full particulars about the remaining claims and conditions under which the Company will be entitled to retain the

securities till the relevant claim is settled or paid by the Borrower. No-Dues certificate will be issued to the customer on fulfilment of said terms within 15 workings days of completion of formalities.

#### **D. General**

- a. The Company 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 the Company).
- b. In case of receipt of request from the Borrower for transfer of Borrowal account, the consent or otherwise i.e. objection of the Company, if any, will generally be 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.
- c. In the matter of recovery of outstanding dues of its Borrower, the Company shall 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.
- d. The Company will not charge foreclosure charges / pre-payment penalties on all floating rate term loans sanctioned to individual borrowers.

#### **E. Interest Rate and Other Charges**

- a. The Company shall devise appropriate internal principles and procedures for determining interest rates and processing and other relevant charges.
- b. Interest cost and other relevant charges applied to the Borrower/ Client shall be based on internal credit rating done by the company.
- c. The Company shall adopt an interest rate model taking into account relevant factors such as cost of funds, margin and risk premium etc and determine the rate of interest to be charged for the Facility extended to the Customers. The rate of interest and approach for gradation of risk and rationale for charging Interest rate shall be communicated explicitly in the sanction letter.
- d. The rate of interest will be annualized so that the borrower is aware of the exact rates that would be charged to his/her/it's account.

#### **F. 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 Arthan Finance, 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. In order to make the Company's redressal mechanism more meaningful and effective, a structured grievance redressal system is in place. This system would ensure that the redressal sought is just and fair and is within the given frame- work of rules and regulation.

## **Grievance redressal framework for handling customer complaints / grievances**

### **Stage 1 – Grievance Redressal at Branch level or through customer app.**

The customer may register his/her query/ complaint to Arthan Finance via calls to customer care through customer mobile application or shall be addressed to the Branch Manager by email or through phone. The customer can also personally visit the branch office and make the complaint in writing to the Branch Manager in the complaint register available in the branch. On registering the complaint customer shall be provided a Reference number for the complaint lodged with Arthan Finance for future correspondence.

**Alternatively, customers can directly call our Call our Customer Care Helpline on +91 89281 96550**

### **Stage 2 - Grievance redressal framework at Head Office**

If the customer is not satisfied with resolution provided by the local branch office or customer care, the customer may provide feedback or send in their complaint using the following channels between **9:30 am and 5.00 pm, from Monday to Friday (except on national holidays)**

- Call our Customer Care Helpline on +91 89281 96550
- Email us at [hello@arthan.finance](mailto:hello@arthan.finance)
- Write to us at the below mentioned address:

**CUSTOMER CARE DEPARTMENT  
ARTHAN FINANCE PRIVATE LIMITED  
#307, Shah Prima, Plot 13, Sector -02  
Kharghar, Navi Mumbai -410 210  
Maharashtra**

### **Stage 3 – Escalation**

In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided, the customer can approach the Grievance Redressal Officer. The name and contact details of the Grievance Redressal Officer is as follows:

**Mr.Sushil Hablani  
ARTHAN FINANCE PRIVATE LIMITED  
#307, Shah Prima, Plot 13, Sector -02  
Kharghar, Navi Mumbai -410 210  
Maharashtra  
Email id – [gro@arthan.finance](mailto:gro@arthan.finance)**

We assure a response to letters / emails received through this channel within 5 working days at every stage. 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 Arthan Finance falls. The details of DNBS are as given below Department of Non-Banking Supervision, Reserve Bank of India, Third Floor, Opposite Mumbai Central Railway Station, Byculla, Mumbai 400 008

The Board will periodically review the compliance of this Fair Practices Code and the functioning of the grievance's redressal mechanism at various levels of management.

#### **G. Information on the Fair Practices Code**

This Code and any enhancement(s) or change(s) in the scope of this code will be uploaded in the website in English and/or in vernacular language as understood by the borrowers of the Company from time to time.

#### **H. Mandatory Display Requirements**

The Company shall ensure that following details are displayed prominently in its offices including branch offices:

- a. Fair Practices Code
- b. Appropriate arrangement for receiving complaints and suggestions.
- c. Display Name, address, contact number and e-mail address of Grievance redressal officer, who can be approached for redressal of the complaint, together with details of the regional office of Reserve Bank of India, under whose jurisdiction the registered office of the Company falls.
- d. Time frame for resolving customer complaints together with escalation matrix for escalating the complaint, in case the complaint is not resolved to the satisfaction of the customer within the specified time period.

#### **E. Timeframe**

To register complaints, the customers may use any of the channels mentioned above (refer point (a) on grievance redressal mechanism to handle the customer complaints). If the complaint has been received in writing, Arthan Finance will endeavour to send an acknowledgement / response within a week. Once the matter is examined, Arthan Finance 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 analyzed from all possible angles. The communication of Arthan Finance'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 Arthan Finance in handling complaints / grievances of the customer which includes introduction of new grievance channels, if any.

**The Fair Practices Code has been reviewed and adopted by the Board of Directors on 29<sup>th</sup> June 2019 and shall come into force with immediate effect. The Fair Practice Code shall be reviewed annually or as and when necessary by the Company's Board of Directors.**