



CENTRUM FINANCIAL SERVICES LIMITED

FAIR PRACTICES CODE

Document Version No.	Version Date
Version 1.0	August 19, 2017
Version 2.0	October 31, 2018
Version 3.0	November 15, 2019
Version 4.0	November 6, 2020

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1. INTRODUCTION:

The Fair Practices Code is aimed to provide to the customer's effective overview of practices, which will be followed by the Company in respect of the financial facilities and services offered by the Company to its customers. The Code will facilitate the customers to take informed decisions in respect of the financial facilities and services to be availed by them and will apply to any loan that the Company may sanction and disburse.

The Company's business would be conducted in accordance with prevailing statutory and regulatory requirements, with due focus on efficiency, customer-orientation and corporate governance principles.

2. FAIR PRACTICES CODE:

This Fair Practices Code (FPC) supersedes the existing FPC adopted by Centrum Financial Services Limited ("Company").

The Company would adhere to the Fair Practices Code in its functioning, the key elements of which are as follows:

1. Application for loans and their processing:

- All communications to the borrower shall be in the vernacular language or a language as understood by the borrower.
- Loan application forms would include 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. The loan application form indicates the documents required to be submitted with the application form.
- The Company would devise a system of giving acknowledgement for receipt of all loan applications. The time frame within which the loan application would be disposed-off would be made known to the borrower.

2. Loan appraisal and terms/conditions:

The Company would convey in writing to the borrower in the language as understood by the borrower by means of sanction letter or otherwise, the amount of loan sanctioned along with the terms and conditions including annualised rate of interest and method of application thereof and keep the acceptance of these terms and conditions by the borrower on its record. The Company shall mention the penal interest charged for late repayment in bold in the loan agreement.

The Company shall furnish a copy of the loan agreement, where the borrower requires, in the vernacular language as understood by the borrower along with a copy each of all 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 would give notice to the borrower in the language as understood by the borrower of any change in the terms and conditions including disbursement schedule, interest rates, service charges, prepayment charges etc. The Company would also ensure that changes in interest rates and charges are effected only prospectively. Decision to recall / accelerate payment or performance under the agreement would be in consonance with the loan agreement.
- The Company would release 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 the Company/Group may have against borrower. If such right of set off is to be exercised, the borrower shall be given notice about the same with full particulars about the remaining claims and the conditions under which the Company is entitled to retain the securities till the relevant claim is settled /paid.

4. Regulation of Excessive Interest charged

The Company shall lay out appropriate internal principles and procedures in determining interest rates and processing and other charges.

- a. The rate of interest shall be disclosed to the borrower or customer in the application form/ loan agreement and communicated explicitly in the sanction letter.
- b. The broad range for rates of interest and the approach for gradation of risks shall also be made available on the web-site of the Company in case of simple products. The information published in the website or otherwise published would be updated whenever there is a change in the rates of interest.
- c. The rate of interest would be annualized rates so that the borrower is aware of the exact rates that would be charged to the account.
- d. An interest rate model taking into account cost of funds, margin and risk premium for determining rate of interest to be charged for loans and advances shall be laid down by the Company.
- e. 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, past history of the borrower etc.

5. General guidelines:

- The Company would 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).
- 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, would be conveyed 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 would not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans etc. The Company shall ensure that the staff is adequately trained to deal with the customers in an appropriate manner.
- Fair Practices Code, would be put up on the Company's website for information of various stakeholders.
- No Foreclosure charges/ pre-payment penalties will be charged / levied on all floating rate term loans sanctioned to individual borrowers.
- The details of the Grievance Redressal Officer shall be displayed at all the branches/ offices of the Company where business is transacted and on the website of the Company.
- If the complaint/dispute is not redressed within a period of 30 days, the customer may appeal to the Officer-in-charge of the Regional Office of DNBS of the RBI at the following address:

 The Officer-in-Charge
 Department of Non-Banking Supervision
 RBI Building,
 Opp. Mumbai Central Railway Station,
 Near Maratha Mandir,
 Byculla, Mumbai – 400 008
- Alternatively, if a reply is not received within a period of 30 days from the Company or the customer is dissatisfied with the response of the NBFC (+) if customer has not approached any forum, the customer may file a complaint with NBFC Ombudsman (not later than one year after the reply from NBFC) on certain specified grounds.
- Kindly refer to the document "Grievance Redressal Mechanism & Ombudsman Scheme" updated on the website of the Company for the escalation matrix.

6. Internal control system:

As the primary responsibility for compliance with the Directions rest with the Company, necessary organizational arrangements will be made to assign responsibility for compliance to designated individuals within the Company and establish systems of internal control including audit and periodic inspection to ensure the same.