

KUNVARJI FINCORP PRIVATE LIMITED
FAIR PRACTICE CODE

(As adopted by Board meeting held on 01.07.2019)

1. This Fair Practices Code (FPC) supersedes the existing FPC adopted by the company.
2. 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 – all of which form part of the Company's approved Investment and Credit Policy.
3. In addition, the Company will adhere to the fair practices code in its functioning, the key elements of which are as under:

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.

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 annualized rate of interest and method of application thereof and keeps 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.

Page 1 of 2



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 realisation of the outstanding amount of loan subject to any legitimate right or lien for any other claim the company 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 or paid.
- ✓ The company shall mention the penal interest charged for late repayment in bold in the loan agreement.

General

- ✓ 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 borrower's 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 for recovery of loans etc. The company shall ensure that the staff is adequately trained to deal with the customers in an appropriate manner.
- ✓ In case of grievances unresolved at the field / office level within reasonable time, customers could send a communication to the corporate offices through any of the following methods:
 - Email: support.loan@kunvarji.com
 - Phone: 079 66669000
 - Address : 1st Floor, B Wing, Siddhivinayak Towers, Next to Kataria House, Off S.G. Highway, Makarba, Ahmedabad – 380051.

For, Kunvarji Fincorp Private Limited


Shilpa Agrawal

Director (DIN: 6754836)


Monit Solanki

Director (DIN: 07394628)

Page 2 of 2

