

FAIR PRACTICES CODE

SelfFin India Financial Services Private Limited

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1. Background

Selfin India Financial Services Private Limited (“Selfin” or “the Company”) is registered with the Reserve Bank of India as a Non-Systemically Important Non-Deposit Taking Non-Banking Financial Company (“NBFC”). In line with the fair-practice guidance issued by the Reserve Bank of India (“RBI”) for NBFCs, including the guidance contained in the Master Circular dated July 01, 2015, Selfin has established this Fair Practices Code (“Code”).

2. Objective of the Code

This Code establishes the standards of fair dealing that Selfin’s employees and authorised representatives are expected to follow when interacting with customers and borrowers. It is also intended to explain to customers and borrowers the manner in which Selfin conducts its dealings with them. The Code seeks to:

- Promote fair and consistent treatment of customers in all dealings with Selfin.
- Improve transparency in transactions so that customers can understand the products and services offered by Selfin, including the applicable terms and conditions, and can make decisions on an informed basis.
- Strengthen and maintain customer confidence in Selfin.

3. Application of the Code

The requirements of this Code apply to all employees of Selfin and to all persons authorised to act on behalf of Selfin in connection with any product or service offered by the Company.

4. Applications for Loans and their Processing

- Selfin will communicate with customers in the vernacular language or in a language that the customer can reasonably understand.
- The loan application form and its supporting documents will contain the information that is relevant to the customer’s interests. This will enable a prospective borrower to compare the material terms offered by other NBFCs and make an informed choice. Information on Selfin’s products and services will also be made available on the Company’s website.
- Customers will be advised of the documents and information that are required to accompany the loan application.
- Once a loan application is successfully sanctioned, Selfin will communicate an acknowledgement/confirmation to the customer through an electronic communication.

5. Loan Appraisal and Terms/Conditions

- When a loan is sanctioned, Selfin will communicate the sanctioned amount and the applicable terms and conditions to the borrower in writing, in the vernacular language or a language understood by the borrower. The communication will include the annualised interest rate and the manner in which it is applied. The borrower’s acceptance of the sanctioned terms will be retained by Selfin.
- Where penal interest or any other charge is applicable for delayed repayment, the applicable charge will be clearly specified in the sanction communication and the loan agreement, with appropriate prominence.
- At sanction and/or disbursement, Selfin will provide the borrower with a copy of the executed loan agreement together with the documents referred to in that agreement. These documents will be sent to the borrower through the registered email address provided in the loan application, as applicable.

6. Disbursement of Loans including Changes in Terms and Conditions

- If any material term of the loan is changed, including the disbursement schedule, interest rate, service charges or prepayment charges, SelfFin will notify the borrower in the vernacular language or a language understood by the borrower. The notice will be sent through the registered email address provided in the loan application, where applicable.
- Any revision in the interest rate or other charges will operate prospectively and will be communicated to the borrower.
- Any decision by SelfFin to recall a loan, accelerate repayment or require earlier performance will be exercised in accordance with the terms of the loan agreement and applicable law.
- Security furnished by a borrower will ordinarily be released after all dues under the relevant loan have been fully paid or the outstanding amount has otherwise been realised, subject to any lawful right of set-off or lien that SelfFin may have in respect of another claim. Where SelfFin proposes to exercise such a right, the borrower will receive notice explaining the outstanding claims and the circumstances under which the security may continue to be retained until the claim is settled.
- After the borrower has discharged all amounts payable under the loan agreement and completed the applicable closure formalities, SelfFin will issue a no-objection certificate or equivalent closure confirmation, as applicable.

7. General

- SelfFin will not ordinarily interfere in the borrower's affairs except where such action is permitted under the loan agreement, required to protect SelfFin's legitimate interests, or necessary to comply with applicable law. If SelfFin becomes aware of material information that was not previously disclosed by the borrower, appropriate action may be taken in accordance with the agreement and law.
- Where a borrower requests transfer of a loan account, SelfFin will communicate its consent or objection within 21 (twenty-one) days from receipt of the request. Any such transfer will be governed by transparent contractual terms and applicable legal requirements.
- In recovery activities, SelfFin will not engage in practices that amount to undue harassment, including repeated contact at inappropriate hours, rude or aggressive behaviour, or the use of force. SelfFin will take reasonable steps to ensure that employees and other authorised representatives dealing with customers and borrowers receive appropriate training and guidance.

8. Interest Rate and Other Charges

- SelfFin will maintain appropriate internal policies and processes for determining interest rates, processing fees and other applicable charges.
- The interest rate and other charges applicable to a borrower will be determined in accordance with SelfFin's internal credit assessment and risk evaluation framework.
- SelfFin will use an annualised interest-rate framework that takes into account relevant factors such as the cost of funds, operating margin and risk premium. The resulting rate applicable to a product or borrower will be determined in accordance with the Company's approved interest rate policy. The basis for risk gradation and the rationale for charging different rates will be made available through SelfFin's interest rate policy, which will be published on the Company's website.
- SelfFin will ensure that the applicable rate of interest is expressed on an annualised basis so that the borrower can clearly understand the effective rate payable on the outstanding amount. This will also be aligned with applicable RBI requirements, including the RBI Digital Lending guidelines referred to in the source Code.

9. Grievance Redressal Mechanism

Selfin recognises that responsive customer service and effective grievance handling are essential to maintaining customer confidence and supporting sustainable business growth. The Company therefore maintains a structured grievance redressal process intended to provide customers with a fair, transparent and timely means of raising and resolving complaints.

The Board of Directors of Selfin will periodically review compliance with this Code and the functioning of the grievance redressal mechanism at the appropriate management levels.

Selfin will prominently communicate at its business premises and on its website the information necessary for customers to understand and use the grievance redressal process, including:

- The process for submitting and addressing complaints, feedback and suggestions.
- The name, address, contact number and email address of the Grievance Redressal Officer who may be approached for resolution of a complaint, together with the relevant details of the RBI Department of Non-Banking Supervision officer having jurisdiction over Selfin's registered office.
- The applicable timeline for resolution of complaints and the escalation process where a complaint is not resolved to the customer's satisfaction within the prescribed period. Where a complaint remains unresolved for one month, the customer/borrower may approach the concerned RBI office having jurisdiction over Selfin's registered office, in accordance with applicable RBI requirements.

Selfin's Grievance Officer details are:

Name: Alisha A

Designation: Grievance Officer

Address: 07th Floor, Part B, Corporate Centre, Andheri Kurla Road, Andheri East, Mumbai - 400059

Email: alishaa@selfinindia.com

Contact Number: 022-46094439

10. Changes to the Code

- Selfin may revise or amend this Code from time to time. Any approved changes will be updated and made available on the Company's website.