

MULTILINE SHARE MERCANTILE PRIVATE LIMITED

FAIR PRACTICES CODE

INTRODUCTION

The Fair Practices Code is aimed to provide to the customers 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.

1. Objective of the Code

This Code has been developed to:

- promote good, fair and trustworthy practices by setting minimum standards in dealing with the customers;
- increase transparency to enable the customers to have a better understanding of what they can reasonably expect of the services.
- encourage market forces, through competition, to achieve higher operating standards;
- promote a fair and cordial relationship between the customers and the Company.

2. Our Key Commitments and Declarations

We shall act efficiently, fairly and diligently in our dealings with all our customers by:

- Meeting the commitments and standards in this Fair Practices Code for the financial products and services, we offer, and the procedures and practices our staff follow;
- Ensuring that all the financial services meet relevant laws and regulations;
- Providing professional, courteous and speedy services;
- Providing accurate and timely disclosure of terms and conditions, costs, rights and liabilities as regards financial transactions.

We shall help the customer understand how our financial products and services workby:

- Giving verbal information about the financial schemes in Hindi and/or English and/or local vernacular language as understood by the borrower;

- Ensuring that our advertising & promotional literature is clear and is not misleading;
- Explaining financial implications of the transactions;
- Helping the customer to choose the financial scheme.

We shall deal quickly and proactively with things that go wrong by:

- Correcting mistakes quickly;
- Attending customer complaints quickly;
- Telling our customers how to take their complaint forward if the customers are still not satisfied with our assistance;
- Reversing any charges that we apply due to our mistake.

3. Non-Discrimination Policy

We will not discriminate between our customers on the basis of gender, race or religion

4. Applications for loans and their processing:

- a) All communications to the borrowers shall be made in vernacular language or a language as understood by the borrower.
- b) Loan application forms issued by the Company shall 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 an informed decision can be taken by the borrower. A list of documents required to be submitted along with the application form shall be mentioned in the loan application form and / or hosted on the website of the Company i.e. www.multilinefinance.com
- c) The Company shall issue an acknowledgement receipt for all loan applications. Subject to receipt of all the requisite documentation and information, loan applications shall be disposed of within 90 days, from the date of receipt of the application form complete in all respects. In any case the Customer will be kept informed by the sales person with regards to the status of his application from time-to-time. The Customer may also contact Multiline Finance customer service team at the prescribed toll-free number or email id to obtain an update on the status of application.
- d) If any additional details/ documents are required, the same shall be intimated to the borrowers immediately.

5. Loan appraisal and terms/conditions:

- a) The Company shall conduct a due diligence on the credit worthiness of the borrower, which will be an important parameter for taking decision on the application. The assessment would be in line with the Company's credit policies, norms and procedures in respect thereof.
- b) The borrower would be informed by means of a written sanction letter in vernacular language as understood by the borrower, of the amount of loan sanctioned or otherwise. The said letter shall contain the terms and conditions including the annualized rate of interest and the method of application thereof.
- c) The Company shall obtain an acceptance from the borrower on the said sanction letter with the borrowers' signature under the caption "**I/WE ACCEPT ALL THE TERMS AND CONDITIONS WHICH HAVE BEEN READ AND UNDERSTOOD BY ME/US**". The Company shall maintain a record of such acceptance.
- d) The Company shall invariably be bound to furnish a copy of the loan agreement, preferably in the vernacular language as understood by the borrower, along with a copy of all enclosures quoted in the loan agreement to all the borrowers at the time of sanction/ disbursement of loans. The Company shall ensure that the loan agreement and all enclosures furnished to all borrowers contains the terms and conditions and the rate of interest in the form of a Term Sheet, which shall be annexed to the Loan Agreement. Further, the Company shall mention the penal interest charged for late payment in bold in the loan agreement. It shall also contain the provisions referred to in clauses (e) and (f) of Para 5 of this Code.
- e) The Company shall have a built-in repossession clause in the contract/loan agreement so as to have legal enforceability.
- f) The terms and conditions of the loan agreement of the Company shall also contain the following provisions:
 - Notice period before taking possession
 - Procedure for taking possession of the security
 - Provision regarding final chance to be given to the borrower for repayment of loan before the sale/auction of the property
 - Procedure for giving repossession to the borrower and
 - Procedure for sale/ auction of the property

6. Disbursement of loans including changes in terms and conditions:

- a) The Company shall frame appropriate internal principles and procedures for determining and ensuring that the interest rates and processing and other charges are not excessive. The Company shall, at the time of disbursal, ensure that the interest rate and processing and other charges on loan and advances are in strict adherence to above referred internal principles and procedures.

- b) The disbursement will be done immediately upon compliance of all the terms and conditions of the sanction by the borrower.
- c) The Company shall give a notice to the borrower in the vernacular language as understood by the borrower, of any change in the terms and conditions including disbursement schedule, interest rates, service charges, pre-payment charges etc. The Company shall also ensure that changes in interest rates and charges are effected only prospectively. A condition to this effect shall be incorporated in the loan agreement.

7. Post Disbursal Supervision:

- a) Any decision to recall/accelerate payment or performance under the loan agreement shall be in consonance with the Loan Agreement.
- b) All securities offered by the borrower shall be released 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 may have against the 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.

8. General

- a) The Company shall not interfere in the affairs of the borrower except for the purposes provided in the Loan Agreement, unless new information not earlier disclosed by the borrower has come to the notice of the Company.
- b) In the matter of recovery of loans, the Company shall not resort to undue harassment and its agents shall not resort to intimidation or undue harassment of any kind either verbal or physical, against any person in their debt collection efforts, including acts intended to humiliate publicly or intrude upon the privacy of the debtors' family members, referees and friends, sending inappropriate messages either on mobile or through social media, making threatening and/ or anonymous calls, for recovery of overdue loans, making false and misleading representations. The Company shall ensure that its staff is adequately trained to deal with the customers in an appropriate manner.
- c) The Company will call delinquent customers between 0800 hrs to 1900 hrs unless special circumstances of the borrower's business require to call them otherwise outside the hours mentioned.
- d) The Company may arrange for enforcing security charged to it of the delinquent borrower, if required, with an aim only to recover dues and will not be aimed at whimsical deprivation of the property.
- e) The Company shall ensure that the entire process of enforcing its security, valuation and realization thereof be fair and transparent.

- f) In case of receipt of a request from the borrower for transfer of the borrowal account, the consent or otherwise i.e. objection of the Company, if any, shall be conveyed within 21 days from the date of receipt of such request. Such transfer shall be as per transparent contractual terms in consonance with law.

9. Complaint Redressal Mechanism

It is our constant endeavor to put customers interest first and to provide with financial solutions that are right for the customers. In keeping with our promise of “Doing what’s Right”, we look forward to receiving both, positive and negative feedback from the customers on our products and services. The grievances of the customers will be redressed in the following manner:

- a) The customer can register grievances through email id and telephone number provided at our Head Office/website.
- b) After examining the matter, the Company will endeavor to send the customer its response expeditiously and intimate the customer how to escalate the complaint to higher level, if he is not satisfied with the response. The Company has set up product wise turn around time (“TAT”) for resolution of customer grievances and shall ensure to resolve the grievances within such defined TATs.
- c) The customer has to confirm whether the grievance has been resolved to his/her satisfaction or not. The grievance will be deemed to be closed, if the customer does not respond via telephone number or email.
- d) At all branches/Head Office of the Company, Notice will be put up informing the customers about the Customer Care Executives, Escalation Mechanism and the Grievance Redressal Officer (including the name and contact details of persons responsible for logging and resolving the grievances). If the grievance is not redressed within four weeks from the date of receipt of the grievances, the customer may appeal to:

The Officer In Charge
Department of Non-Banking Supervision
Reserve Bank of India
6, Sansad Marg,
New Delhi - 110001
Email id: cms.bonewdelhi1@rbi.org.in
- e) The Company shall also request the customer to provide feedback on the services rendered. This can be done through direct contact by staff or through specific customer satisfaction surveys that may be conducted from time to time.
- a) A periodical review of Compliance of the Fair Practices Code and the functioning of the Grievances Redressal Mechanism at various levels of management would be undertaken by the Company and a consolidated report of such reviews shall be submitted to the Board of Directors of the Company, at regular intervals as may be prescribed by the Board.

10. Policy for Determining Interest Rates, Processing and Other Charges

As required under clause (a) of para 6 above and to ensure that there the Customers are not charged excessive interest rate and charges on loans and advances by the Company, the Board of the Company has adopted a Policy for Determining Interest Rates, Processing and Other Charges ("Interest Rate Policy") and the same has been put up on the Company's website www.multilinefinance.com. Company also undertakes periodical review of the Interest Rate Policy.

The Company shall abide by this Fair Practices Code following the spirit of the Code and in the manner it may be applicable to its business.
