



FAIR PRACTICE CODE

CSL FINANCE LIMITED

OBJECTIVE OF THE CODE

- To promote fair practices by setting minimum standards to follow while processing, granting and disbursement of loan and the procedure to be followed thereafter.
- To increase transparency so as to provide customer with a better understanding of the type of services to be expected from the Company.
- To boost Customer confidence in the Company.

APPLICABILITY & SCOPE OF THE CODE

- It applies to all products offered by the Company.

COMMITMENTS

- To ensure that the customer is given clear information about Company's Product and Services, the terms and conditions and interest rates/service charges, which apply to them in the Loan Application Form and also any further change with respect to same, will be intimated to customer.
- To act fairly and reasonably in all dealings with the customers.

INFORMATION

- The customer shall be given information regarding interest rates, terms and conditions for loan and other charges.
- Acknowledgement shall be given on receipt of loan application documents. Normal time frame for processing of the Loan Application would also be informed to the customers
- After the loan is sanctioned, customer shall be informed about the interest rate at which loan is sanctioned, and method of application thereof, mode & time at which the interest will be debited (whether monthly or quarterly) and other terms and conditions applicable to loan.
- The Company shall inform customer about any changes made in the terms and conditions like disbursement schedule, interest rates, service charges, prepayment charges etc applicable to the loan.

POST DISBURSEMENT SUPERVISION

- Post disbursement supervision would be constructive and the genuine difficulties which the borrower may face, would be given due consideration.
- In case there is a shortfall in margin/security given due to market fluctuation which may require borrower to give additional margin/security or due to some other reason loan

needs to be recalled or payment needs to be accelerated earlier than schedule, same shall be communicated to customer and sufficient notice as per the agreement needs to be given to him

- The Company shall release securities on repayment of all dues or on realization of outstanding amount of loan subject to any pending unsettled claims of the Company and / or its group companies. The securities would be withheld after informing client full particulars about the pending claims and the conditions under which the Company is entitled to retain the securities till the relevant claim is settled

NON-INTERFERENCE IN THE AFFAIRS OF THE BORROWER

The Company shall not interfere in the affairs of the borrower except for the purposes provided for in the terms and conditions of sanction of the loan.

GENERAL

- The Company shall treat customer information as private and confidential and shall be guided by following principles and policies:

The information shall be parted by the Company only in the following circumstances:

- Information required to be given under law or as demanded or required by Statutory authorities
- Information is given with customer's specific written permission
- In case of receipt of request for transfer of borrower account, either from the borrower or from a lender which proposes to take over the account, the consent or otherwise would be conveyed within 21 days from the date of receipt of request. Such transfer would be as per transparent contractual terms in consonance with law.

COLLECTION OF DUES

The Company shall adopt fair and courteous means for recovery of the dues from its Customers and under no circumstances the Company shall resort to any illegal means or undue harassment of the customer for recovery of the dues.

GRIEVANCE REDRESSAL MECHANISM

- A proper complaint register would be maintained and the complaint number should be provided to the customer which would be referred in future.
- The Company will endeavour to sort out the matter within fifteen days of receipt of a complaint. And in case, the complaint requires more time the same would be informed to the customer.
- The grievance redressal mechanism within the organization will be explained to the customers to resolve any dispute, such a mechanism would ensure that all disputes

arising out of decisions of our functionaries are heard and disposed off at least at the next higher level.

- The details of the Company's Grievance Redressal Officer are as follows:
 - Name - Ms. Divya Sharma
 - Designation - Legal Head
 - Email - divya.sharma@cslfinance.in
 - Telephone no. - 0120 4290650
- If the complaint/dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI, under whose jurisdiction the registered office of the company falls. The details are given below:
 - Name - Shri. G.C. Talukdar
 - Designation - Asst. Gen. Manager
 - Email - rdnewdelhi@rbi.org.in
 - Telephone - 011 - 23731054

REVIEW

The Board of Directors will periodically review the compliance of Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management.