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# INPRIME FAIR PRACTICES CODE

InPrime Finserv – Fair Practices Code

**Version Control:**

Version #	Date	Addition/Modification	Made By	Approved by	Date of Approval
1.0	15-06-2023	Preparation of the policy	Manish Raj	Board of Directors	15-06-2023

## Table of Contents

Background: .....	4
Objectives:.....	4
Guidelines:.....	4
Periodic Review: .....	4
Disclosure: .....	5
Reference to RBI circulars: .....	5

## Background:

InPrime Finserv (InP) is a financial services institution, NBFC operating in the dynamic & ever-evolving landscape of the Indian financial sector. Serving customer needs satisfactorily with highest levels of Integrity and Transparency is a top priority of InP. This Fair Practices Code (FPC) is in accordance with the guidelines issued by the Reserve Bank of India (RBI) for NBFCs to promote responsible lending practices and protect the interests of customers all time.

## Objectives:

The Key Objectives of this policy are as follows:

1. **Fair Conduct:** To ensure fairness and reasonableness in all interactions with InP customers, fostering trust and confidence.
2. **Promotion of Fair Practices:** To establish and uphold standards that promote fairness in customer relationships, setting a high benchmark for ethical conduct.
3. **Enhanced Transparency:** To enhance transparency in all aspects of our services, enabling customers to fully understand what they can reasonably expect from InP, thus building a foundation of trust.
4. **Cordial Customer Relations:** To encourage and maintain a fair and cordial relationship between our customers and the company, recognizing that strong relationships are built on mutual respect and understanding.

## Guidelines:

- InP will not discriminate based on gender, physical ability, race, or religion. Disability will not be a factor in product and service extension. However, this does not preclude InP from instituting or participating in schemes framed for different sections of the society as allowed by the Regulatory/Government schemes.
- All customer communications will be in the language understood by the customer, whether in English or vernacular.
- All InP products and services will adhere to relevant laws, regulations, and guidelines set by regulatory bodies.
- InP staff will provide customers with detailed and transparent explanations about products, processes, policies, charges, and risks associated with financial products.
- Application forms and staff assisted online onboarding processes will include essential customer-centric information, ensuring customers can make informed decisions. This includes a list of required documents for loan applications communicated during onboarding.
- InP will promptly acknowledge completed application forms and digitally share an acknowledgment with customers. This communication will include an estimated timeframe for processing the loan application.
- All loan applications will be assessed as per the Company's approved internal credit policies and appraisal processes.
- Upon approval of the loan, a Key Fact Statement containing the amount of loan sanctioned, the applicable rate of interest, charges associated along with other important terms and conditions will be provided to the customer
- Following the execution of the loan agreement, all customers will receive a copy of the agreement for their records.
- Any changes in terms and conditions affecting customers, such as interest rates, service charges, prepayment/disbursement schedules, will be communicated through updates on

InP's website, calls and notifications to registered contact details, and information provided by InP's staff during visits.

- Upon full repayment of the loan and associated charges as per the loan agreement terms, all underlying securities will be released upon customer request.
- InP will not interfere in customer affairs unless authorized by the terms and conditions of the loan agreement, except in cases where new, previously undisclosed information comes to InP's attention.
- InP will treat all customer personal information as private and confidential, unless authorized otherwise by the customers
- InP will not disclose customer details to any third parties, except in the following cases:
  - Reporting loan details and repayment history to Credit Information Companies (CICs) as per regulatory guidelines. InP staff will explain the role of CICs and the impact of this information on the customer's credit score, obtaining specific customer consent for checking their credit history with CICs.
  - If necessitated by regulatory/statutory/government bodies
  - If it is in the interest of the customers to provide such information in situations like Fraud prevention, Claim of Insurance etc.;
- All customer complaints will be addressed in accordance with InP's board-approved Customer Grievance Redressal Policy.
- InP will not resort to undue harassment during the loan recovery process and will follow procedures adopted internally within the applicable legal framework

### Periodic Review:

This Policy will be subject to periodic updates and modifications to align with evolving requirements, guidelines and amendments set forth by InP, RBI or any relevant statutory authority.

### Disclosure:

The Policy will be accessible on InP's official website and will also be made available at all the area offices of InP. Comprehensive training on the Fair Practices Code will be provided to all InP staff members.

### Reference to RBI circulars:

Master Circular – Fair Practices Code issued on July 1, 2022

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