

## **Fair Practices Code (FPC)**

- Introduction

In view of the guidelines on Fair Practices Code (FPC) issued by Reserve bank of India to all Non-Banking Finance companies (NBFCs), Credit One Payment Solutions Private Ltd. (Credit One), a NBFC, has formulated its FPC which inter-alia, covers principals on disclosures on the terms and conditions relating to its financial products/services being offered by it, the Grievances Redressal Mechanism etc.

It is, and shall be the policy of Credit One to make available all financial products offered by the Company to eligible applicants, without discrimination on the basis of race, caste, colour, religion, gender, marital status, age or physical disability, etc.

The said code deals to promote good and fair practice, increase transparency, encourage market forces; promote a fair and cordial relationship between Customer and the Company and to foster confidence of the customer in the finance system of the Company.

The code is applicable on all the services, rendered by the company from all its operating/service locations. The officials and authorized signatories of the company are required to follow the code meticulously, irrespective of the place and location as well as the medium through which they render services.

### **I. Applications for loans and their processing**

- a) All communications to the borrower are available in English / explained in vernacular language or a language as understood by the borrower.
- b) Application form of Credit One and other documentation includes necessary information which is likely to affect the interests of the prospective borrower, so that a meaningful comparison with the terms and conditions offered by other lenders can be made and an informed decision is taken by the applicant.
- c) The application form indicates the documents required to be submitted including those required under KYC guidelines of RBI.
- d) Credit One provides acknowledgement to the prospective borrower for receipt of the application. The time frame, within which loan application will be disposed of, is suitably informed to the applicant.

### **II. Credit appraisal and terms/conditions**

- a) Credit One conveys in writing to the prospective borrower the fate of the application by means of SMS or otherwise. In the case of approval of the application, the approval intimation contains the amount of sanctioned credit limit and terms and conditions including overdue interest, penalties, charges if any and method of application thereof.
- b) The acceptance of the terms and conditions communicated by the borrower is preserved by Credit One in its records and a copy of the same is also provided to the borrower.
- c) Credit One mentions the rate and time when overdue interest, penalty/charges is to be charged/applied, if any, as per Board's decision for late payment, in clear terms.

### **III. Principles of determining Interest rates and other charges**

- a) The rate of interest for loans for various products and other charges like processing fees, late payment charges etc. are arrived at after considering profile and financial standing of the customer, size and longitivity of business carried out, line of business of the customer, credit score with credit information companies, internal credit assessment, fund cost, risk associated with the loan, security if any obtained, business specific operating cost and subventions available etc. The rate of interest, fees and charges for same product and tenure availed during same period by customers would not be a standardized one but could be different for different customers depending upon consideration of any or combination some or all of the above factors.
- b) Interest Charges for late payment shall be levied ton amount remaining outstanding after the due date of payment. The same along with other fees and charges and service tax thereon payable by the customer shall be clearly spelt out in the application form/credit facility agreement entered into with the borrower.

#### **IV. Disbursement of loans including changes in terms and conditions**

- a) Credit One provides notice to the borrower in English, the vernacular language or a language as understood by the borrower of any change in the terms and conditions including disbursement schedule, overdue interest, service charges, prepayment charges etc. It also ensures that any changes in overdue interest rates and charges are effected only prospectively. A suitable condition in this regard has been incorporated in the credit facility agreement.
- b) Credit One will release all securities 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 Credit One 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 Credit One is entitled to retain the securities till the relevant claim is settled/ paid.

#### **V. General**

- a) Credit One shall refrain from interference in the affairs of the borrower except for the purposes provided in the terms and conditions of the Credit Facility Agreement (unless information, not earlier disclosed by the borrower, has been noticed).
- b) In case of receipt of request from the borrower for transfer of borrowal account, the consent or otherwise i.e. objection from Credit One, if any, should 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.
- c) In the matter of recovery of loans, Credit One shall not resort to any undue harassment viz; persistently bothering the borrowers at odd hours, use muscle power for recovery of loans etc. Credit One has provided adequate training to their staffs to deal with the customers in an appropriate manner. The staff is also sensitized to be careful and courteous while dealing with the clients, more particularly, in the case of physically challenged persons and ladies.

#### **VI. Grievance Redressal Officer**

- a) Credit One provides an easy-to-approach mechanism through its inbound call center, where associates guide the clients who wish to lodge a complaint and also provide guidance on what to do in case the client is unhappy with the outcome. After examining the matter,



**Credit One**

Payment Solutions Pvt. Ltd.

Credit One sends a response as soon as possible through various customer-friendly and mutually agreed mechanisms.

- b) Credit One designates an officer for the redressal of grievances of the clients, in connection with any matter pertaining to business practices, credit limit approvals, credit management and recovery and the same is indicated in the terms and conditions on the application.
- c) Mrs. Jospin Jawharkar is the designated Grievance Redressal Officer under the Fair Practices Code who can be approached by the public for resolution of complaints against the Company.

**The Contact details of the present Grievance Redressal Officer is as below:**

Mrs. Jospin Jawharkar - Grievance Redressal Officer  
Customer Grievance Redressal Unit,  
Credit One Payment Solutions Private Limited  
205, Jyotsna Prakash, 2<sup>nd</sup> Floor, Near Jayaleela Banquets,  
Station Road, Goregaon East, Mumbai 400 063  
Contact No: +91 9152791994  
Email ID: [jospin.j@creditonepayments.com](mailto:jospin.j@creditonepayments.com)

- d) If the customer's complaint / dispute are not redressed by the Grievance Redressal Officer within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of the Department of Non-Banking Supervision (DNBS) of the Reserve Bank of India (RBI), Mumbai under whose jurisdiction the registered office of Credit One falls.

**The name and contact details of the Officer-in-Charge of the Regional Office of the DNBS, RBI are provided hereunder**

Shri P Vijaya Kumar - Chief General Manager  
Department of Non-Banking Supervision  
Mumbai Regional Office, RBI, Central Office,  
Centre I, World Trade Centre, Mumbai - 400 005.