

RIGHT PRACTICES – COMPANY CUSTOMER/COMPANY CODE/COMPANY CONDUCT.

1ST C - CUSTOMER EDUCATION.

The Company will educate the customer on the objectives of the KYC programme so that customer understands and appreciates the motive and purpose of collecting such information. The Company will prepare specific literature/ pamphlets, etc. so as to educate the customer about the objectives of the KYC programme. The front desk executives are specially trained to handle such situations while dealing with customers

KYC – GENERAL

Customer Acceptance Policy

- Customer Transaction Records
- Customer Personnel Records
- Customer categorisation into LOW/MEDIUM/HIGH RISK.

Customer Identification Procedures

- Customer identification such as DOCUMENTATION/VERIFICATION/AUTHENTICATION/SUSPICIOUS TRANSACTION/BUILDER BACK GROUND

Customer Transactions

- Sources of Funds
- Back ground of Customer
- Due diligence measures to maintain RISK FACTORS.
- meeting the commitments and standards in this Code for the services which the Company offers and in the procedures and practices the Company's employees follow.
- making sure that the Company's services meet relevant laws and regulations.
- ensuring that the Company's dealings with you will rest on ethical principles of integrity and transparency

- **THE COMPANY SHALL TRANSPARENTLY DISCLOSE TO YOU ABOUT:**

- fee/charges payable for processing the loan application
- amount of fees refundable, if loan amount is not sanctioned/disbursed
- pre-payment options & charges, if any
- penalty for delayed payment if any,
- conversion charges for switching loan from fixed to floating rates or vice-versa
- existence of any interest re-set clause
- any other matter which affects your interest or borrowed loan.

The Company will ensure that the above mentioned charges/fees are non-discriminatory

2ND C - CODE

The customer is contacted ordinarily at the place of his/her choice and in absence of any specific place, at the place of his/her residence and if unavailable at his/ her residence, at his/her place of business/ occupation.

- As far as possible, the customer's request to avoid calls at a particular time or place is honoured.
- The time, number of calls and the contents of the call are all documented.
- Proper decency and decorum is maintained during the visit to a customer's place. Customers deserve to be treated with dignity.
- Customer being the most important for our BUSINESS we contact customer on following grounds:
 1. Impact on credit history/rating
 2. When customer has not paid the payment on or before DUE DATE to eliminate revenue leakage/financial loss to NATRUST.
 3. When customer's PDC's are evaporated.
 4. In order to maintain customer's service effectively they are contacted between 7am and 7pm.
 5. Calls/visits by our RECOVERY TEAM is avoided on appropriate occasions like disasters in the family.

- Recovery agents & agencies shall maintain courtesy and respect for the customer in any circumstances. Recovery agents & agencies shall not become abusive, visibly irritated or demean the customer in any fashion.
- Customer's privacy is respected.
- Interaction with the customer is to be conducted in a civil manner.
- Identity and authority to represent the company must be made known to the customer at the first instance.
- The person visiting the customer should carry the following:
 - Copy of the notice issued by the company.
 - Copy of the authorisation letter issued by the company.
 - Identity card issued by the company.

3RD C – CONDUCT

If the customer disputes the debt

- A proper mechanism has been put in place whereby the borrower's grievances regarding recovery are addressed.
- However, if a customer is found to be continuously making frivolous/vexatious complaints, cases are forwarded to the legal department even if the complaint is pending.
- Grievance Redressal Machinery has been instituted which will ensure that genuine customer grievances are addressed promptly. The name, designation and telephone number of our grievance redressal officer are displayed on our website. This machinery has also been created to deal with their grievances against recovery agencies.
- The time frame for the disposal of a complaint will be disclosed with 48hrs and thereof depending upon the nature of GRIEVANCE