ANAND RATHI GLOBAL FINANCE LIMITED

CIN: U67190MH1982PLC140380

Express Zone, A Wing, 10th Floor, Western Express Highway, Goregaon (East), Mumbai – 400 063. E-mail id: lasrms@rathi.com

Ombudsman Scheme for Non-Banking Financial Companies (NBFCs), 2018 Salient Features

Scheme covers the customers of:

| All Deposit Taking NBFCs | NBFCs with asset size of ₹ 100 crores or more and customer interface (Excluding: Infrastructure Finance Companies, Core Investment Companies, Infrastructure Debt Fund and NBFCs under liquidation)

Grounds for filing a complaint by a customer:

- Cheque not presented OR done with delay;
- Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.;
- Notice not provided for changes in agreement, levy of charges;
- ❖ Failure to ensure transparency in contract/loan agreement;
- ❖ Failure/ Delay in releasing securities/ documents;
- ❖ Failure to provide legally enforceable built-in repossession in contract/ loan agreement;
- Reserve Bank of India (RBI) directives not followed by NBFCs:
- Guidelines on Fair Practices Code not followed.

How a customer can file a complaint?

Written representation to the Company At the end of one month

If the Company has not replied or customer remain dissatisfied with the reply of Company If customer has not approached any forum/court

File a complaint with NBFC Ombudsman (not later than one year after the reply from the Company)

How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature.
- Promotes settlement through conciliation I If not reached, can issue Award/Order.

Can a customer file appeal, if not satisfied with decision of Ombudsman?

Yes, Ombudsman's decision is appealable → Appellate Authority: Deputy Governor, RBI

Note: This is an Alternate Dispute Resolution mechanism. The Customer is at liberty to approach any other court/forum/authority for the redressal at any stage.

Nodal officers Details:

Name: Sachin Shah Contact Details: 022-6281 7000

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