



IDFC FIRST Bharat Limited

Fair Practices Code

Version : 3.0

Creation and Revision History Creation			
Date of Approval	Creator & Approver		Review
October 16, 2017	Creator:	Business Dept	As deemed fit by the Board of Directors
	Approver:	Board of Directors	
Revision & Review History			
July 19, 2019	Revised by	Business Dept	Modifications incorporated in order to align the policy with that of the Bank
	Approved by	Board of Directors	
July 19, 2020	Revised by	Business Dept	Modifications incorporated in order to align the policy with that of the Bank
	Approved by	Board of Directors	
July 22, 2021	Reviewed by	Board of Directors	As a part of Annual Review.

Fair Practices Code

We will abide by the following fair practices code with respect to our lending activities to provide financial solutions in a transparent and fair manner.

IDFC FIRST Bank would be hereto referred as “The Bank”

Application processing:

- 1) We will provide comprehensive information about fees and charges including refundable/non-refundable fees, any other material information so that a meaningful comparison with that of other lenders can be made and informed decision can be taken by the borrower.
- 2) Acknowledgement is provided to the borrowers indicating the application processing timelines
- 3) Borrowers can contact the Company’s various channels (Branch, Phone) for any enquires with respect to loan processing.
- 4) The Company would ordinarily verify the loan applications/requests received within two months from the date of receipt of loan applications/requests. The company will pro-actively inform the borrowers with respect to delay in application processing and if additional details /documents are required; we will intimate the borrowers immediately. The Company will convey in writing the decision(approval/rejection) of the loan application/request within 2 months from the date of submission of all information by the customer required by the Company for processing the loan application/request.
- 5) We will communicate, in writing or electronic form, the reason(s) for rejection of borrower loan application.

Loan appraisal and terms and conditions:

- 1) We will ensure fair and proper assessment of borrower loan application. The credit policies and procedures of IDFC FIRST Bank and relevant regulatory guidelines will guide the credit assessment.
- 2) Availability of adequate margin and security will not be a substitute for due diligence on the creditworthiness of the borrower.
- 3) We will provide the borrower in writing, detailing particulars of amount sanctioned and the terms and conditions and obtain borrower acceptance of the same prior to loan disbursement.
- 4) We will provide authenticated copies of all the loan documents executed by the borrower at our cost along with a copy each of all enclosures quoted in the loan document post the loan disbursement.

The sanction letter/loan agreement will clearly state that the credit facilities will be extended solely at the discretion of IDFC FIRST Bank.

Disbursements of loans including changes in terms and conditions:

- 1) We will ensure timely disbursement of loans sanctioned in conformity with the terms and conditions governing such sanction.
- 2) We will inform borrower of the changes in terms and conditions before effecting the changes.
- 3) We will inform borrower any changes in the interest rate and the same will be effected prospectively after giving due notice to the customer. Display of the rates offered would be aligned to the disclosures on the website of the Bank.

Post disbursement supervision:

- 1) We would carry out post-disbursement supervision in accordance with the credit policy, sanction terms and any other prevailing regulatory guidelines and as directed by the Bank.
- 2) Release of security and other charges would be governed by the Banks guidelines.

Others:

- 1) We will not interfere in the affairs of the borrowers except where provided for in the terms and conditions of the loan sanction documents/loan agreement.
- 2) However, we will take appropriate measures/steps if it comes to our notice that the borrower has withheld material information with respect to the credit facility to protect our interest.
- 3) We will not discriminate on grounds of sex, caste and religion in the matter of lending. However, this does not preclude us from participating in credit-linked schemes framed for weaker sections of the society.
- 4) In the matter of recovery of loans, the Company shall not resort to undue harassment such as persistently bothering the borrowers at odd hours and use of muscle power.

Grievance Redressal Mechanism:

The process will be as per the Grievance Redressal Policy of the Company.