



MOONGIPA
CAPITAL FINANCE LTD.

FAIR PRACTICES CODE

(CIN: L65993DL1987PLC028669)

Regd. Office: 18/14, W.E.A. Pusa Lane, Karol Bagh, New Delhi-110005, Ph.: 011-41450121

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PREAMBLE:

This Fair Practices Code has been framed with a view to providing to all its stake holders, especially customers an effective overview of the practices followed by the Company while offering its products and services. This Fair Practices Code has been prepared taking into account the “Guidelines on Fair Practices Code for NBFCs” issued by the Reserve Bank of India and is updated from time to time and aims to enable customers to take informed decisions in respect of the facilities and services offered by the Company.

The objective of this Code is to ensure fair, transparent and ethical practices while dealing with borrowers and customers.

Objectives of the Code

The Company shall:

- Promote fair and transparent dealings with customers.
- Provide adequate information to customers for informed decision making.
- Ensure non-discriminatory lending practices.
- Establish an effective grievance redressal mechanism.
- Comply with applicable RBI regulations and directions.

Applications for Loans and Their Processing

- All loan applications shall be acknowledged.
- Loan application forms shall contain information necessary for borrowers to make informed decisions.
- The Company may require documents including KYC documents, income proof, financial statements, bank statements and any other information considered necessary.
- The Company reserves the right to verify all information provided by the borrower.

Loan Appraisal and Terms & Conditions

- The Company shall assess loan applications based on internal credit policies and risk assessment parameters.
- Sanctioned loans shall be communicated through a sanction letter or loan agreement.
- The sanction communication shall include:
 - Loan amount
 - Interest rate
 - Repayment schedule
 - Security details
 - Penal charges, if any

- Other applicable terms and conditions
- Acceptance of the sanction terms by the borrower shall be obtained before disbursement.

Interest Rates

- Interest rates shall be determined based on factors including:
 - Cost of funds
 - Credit risk profile
 - Borrower's repayment capacity
 - Nature and tenure of the loan
 - Prevailing market conditions
- The applicable rate of interest shall be communicated to the borrower before execution of loan documents.
- Any change in interest rate shall be communicated to the borrower as applicable.

Disbursement of Loans

- Loan disbursement shall be made in accordance with the terms and conditions agreed with the borrower.
- The Company shall provide notice of any material change in loan terms, interest rates, charges or repayment schedule.

Security and Collateral

- The Company may obtain security or collateral as deemed appropriate.
- Upon full repayment and satisfaction of all dues, the Company shall release securities and documents subject to applicable legal requirements and contractual rights.

Confidentiality

- Customer information shall be treated as confidential.
- Information shall not be disclosed to third parties except:
 - With borrower consent;
 - Where required by law or regulation;
 - To credit bureaus, statutory authorities, auditors or regulators.

Recovery Practices

The Company shall follow fair and lawful recovery practices.

The Company shall not:

- Use intimidation or harassment.
- Use abusive language.

- Contact borrowers at unreasonable hours.
- Disclose borrower information to unauthorized persons.

Recovery personnel shall identify themselves and act in a professional manner at all times.

Grievance Redressal Mechanism

Any customer grievance may be addressed to:

Grievance Redressal Officer

Name: CS Sonia

Company: Moongipa Capital Finance Limited

Registered Office:

18/14, W.E.A. Pusa Lane, Karol Bagh, Central Delhi, New Delhi- 110005

Email; Moongipac@gmail.com

Contact Number: 7289065018

The Company shall endeavor to resolve customer complaints within a reasonable time.

If the complaint is not resolved satisfactorily, the customer may approach the appropriate RBI grievance redressal mechanism as per applicable regulations.

Non-Discrimination

The Company shall not discriminate on the basis of:

- Religion
- Caste
- Gender
- Marital status
- Physical disability

while evaluating loan applications.

Credit decisions shall be based solely on financial and risk assessment criteria.

Review of the Code

A periodical review of the Fair Practices Code and functioning of the grievances redressal mechanism at various levels of management would be undertaken by the Company at yearly intervals and a consolidated report of such reviews shall be submitted to the Board of Directors.