

Future Consumer Enterprise Limited

Fair Practices Code

This Fair Practice Code has been formulated by Future Consumer Enterprise Limited (“Company”) in terms of guidelines prescribed by Reserve Bank of India for Non Banking Finance Companies (“NBFCs”), as amended from time to time, for setting standards for fair business and corporate practices while dealing with their customers.

(1) Applications for Loans and their Processing:

- (a) Loan application forms will include necessary information which affects the interest of the borrower, so that a meaningful comparison with the terms and conditions offered by other NBFCs can be made and informed decision can be taken by the borrower. The loan application form will indicate the documents required to be submitted with the application form.
- (b) The Company will give an acknowledgement for receipt of all loan applications. The acknowledgement will also indicate the time required by the Company to dispose of the application.
- (c) All communications to the borrower shall be in the vernacular language or a language as understood by the borrower.

(2) Loan appraisal and terms and conditions:

- (a) The Company will communicate in writing to the borrower in the vernacular language as understood by the borrower by means of a sanction letter, the amount of loan sanctioned along with the terms and conditions including the annualized rate of interest and method of application thereof and keep acceptance of these terms and conditions by the borrower on its record. The Company shall mention the penal interest charged / to be charged for late repayment of the loan by the borrower in the loan agreement.
- (b) The Company shall furnish a copy of the loan agreement preferably in the vernacular language as understood by the borrower along with a copy each of all enclosures quoted in the loan agreement to all the borrowers at the time of sanction / disbursement of loans.

(3) Disbursement of loans including changes in terms and conditions:

- (a) The Company will give notice to the borrower in the vernacular language as understood by the borrower of any change in the terms and conditions including disbursement schedule, interest rate, service charges, prepayment charges etc. Any such change/variation in terms will be with prospective effect only and a suitable condition in this regard will be incorporated in the loan agreement.
- (b) Any decision to recall the loan or request to accelerate/prepone payment will be in accordance with the loan agreement.
- (c) All securities/ documents will be released to the borrower upon repayment of the loan, subject to legitimate right or lien for any other claim that the company may have. In the event of exercising the right, the borrower will be put on notice with full particulars about the remaining claims together with the terms under which the company is entitled to retain the security till the relevant claim is settled.

(4) General:

- (a) The Company will refrain from interference of the borrower except for the purposes provided in the terms and conditions of the loan agreement unless new information, not earlier disclosed by the borrower, has come to the notice of the Company.
- (b) In case of receipt of request from the borrower for transfer of borrower account, the consent or otherwise will be conveyed to the borrower within 21 days from the date of receipt of request. Such transfer will be as per transparent contractual terms in consonance with law.
- (c) In the matter of recovery of loans, the Company shall not resort to undue harassment viz., persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans, etc. The Company will ensure that the staff are adequately trained to deal with the customers in an appropriate manner.
- (d) The Company will lay down appropriate grievance redressal mechanism within the organization to resolve disputes with the customers.
- (e) The Company will display the following information prominently, for the benefit of their customers, at its branches / places where business is transacted:

- the name and contact details (Telephone / Mobile nos. as also email address) of the Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company.
- If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non Banking Supervision, Mumbai Regional Office, 3rd Floor, Garment House, Dr. Annie Besant Road, Worli, Mumbai – 400 018.

(5) Complaints about excessive interest charged:

- (a) The Company will lay out appropriate internal principles and procedures in determining interest rates and processing and other charges.