

## Loan Recovery Policy

**Purpose:** This policy is designed and implemented to set precise guidelines for the staff of Fino Finance Pvt. Ltd. (FFPL) to ensure that customer protection principles are followed during the process of loan repayment.

1. We choose the meeting/ repayment collection place keeping in mind the convenience of our customers. The center meeting place is always at a nearby walking distance from all members' places of residence. The place of meeting is easily accessible to non-members, guardians and husbands of the customers.
2. We empower the center to be self disciplined from the date of formation to payment of last installment. The members themselves take care of any lapse in discipline including absence, late coming and /or no-repayment of installment(s). Fino Finance branch staff plays the role of facilitator in all center meetings.
3. We treat the customers with utmost dignity and respect at all times. Customer protection is one of our core principles and all staff members of FFPL maintain the practice of treating all customers with utmost respect and dignity.
4. In case of recovery of delinquent accounts, our channel staff members visit the house of the customers only during defined visiting hours and in the presence of atleast one the customer's fellow group members. Even in the case of delinquency follow-ups, our staff are strictly advised to behave as per the company's Code of Conduct.
5. A FFPL staff shall visit customer's house for repayment collection only if the customer has defaulted on two consecutive installments.
6. No coercive or strong-arm tactics are deployed for collection of loans, even though the customer may be a willful defaulter.
7. We endeavor to educate and empower the customers about our products, processes, policies through the mandatory CGTs and also during periodic refresher trainings.
8. We also have a dedicated grievance redressal cell which registers and resolves all queries or complaints raised by our customers. We have a clearly defined escalation matrix to adequately resolve complaints/ issues as per their level of criticality.