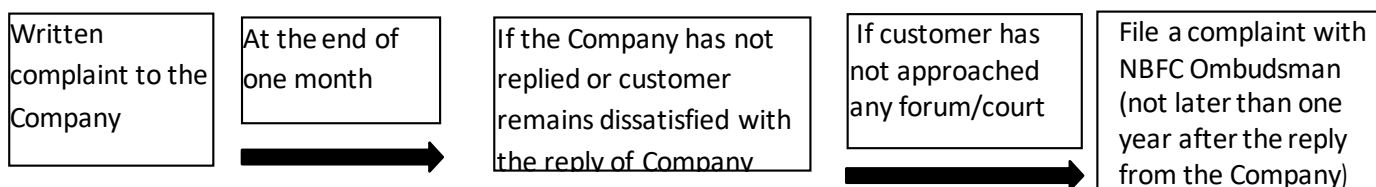


OMBUDSMAN SCHEME FOR NON-BANKING FINANCIAL COMPANIES, 2018: SALIENT FEATURES

Grounds for filing a complaint by a customer:

- Cheque not presented OR done with delay;
- Not conveyed the amount of loan sanctioned, terms & conditions, annualized rate of interest, etc.;
- Failure/refusal to provide sanction letter in vernacular language;
- 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;
- RBI directives not followed by NBFC;
- Guidelines on Fair Practices Code not followed.

How can a customer file complaint?



How does Ombudsman take decision?

- Proceedings before Ombudsman are summary in nature of Alternate Dispute Resolution mechanism.
- Ombudsman promotes the settlement of the complaint by mutual agreement between the complainant and the Company through conciliation or mediation
- If settlement not reached through conciliation, issue an Award/Order.

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

Yes, If 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.

Refer to www.indiafactoring.in for further details of the Scheme, contact details of the Nodal Officer of the Company and contact details of the Ombudsman, who can be approached by the customer.