

Policy on Schedule of Charges

TVS Credit Services Limited

Issue Date:

<u>Prepared by</u>	Sathish Kumar R Chief Manager - Compliance	
	Ritika Khaitan Chief Manager - Compliance	
	Aneesh Chandrasekher Ram Associate Vice President- Compliance	
<u>Reviewed by</u>	Sayeekrishnan L Head Operations	
	Vikas Arora Chief Compliance Officer	
	Shelvin Mathews Chief Risk Officer	
	Muralidhar Sripathi Chief Operating Officer- Retail	
	Ananthakrishnan R Chief Operating Officer – Consumer	
	Roopa Sampath Kumar Chief Finance Officer	
<u>Approved by</u>	Ashish Sapra Chief Executive Officer	
	Risk Management Committee / Board of Directors	

Table of Contents

S.No	Topics
1	Background
2	Objective
3	Rationale for levying Charges
4	Applicable Charges
5	Roles and responsibilities of user and approver of Charges
6	Approval authority for schedule of Charges
7	Control testing and monitoring
8	Review of Policy
9	Annexure 1 – Schedule of Charges
10	Annexure 2 – Process of Creation, Modification and Deletion of Charges

CHANGE CONTROL SHEET:

Version No.	Memorandum of Change	Approval date
1.1	<ul style="list-style-type: none">i. Consumer Durable: Modification in charges w.r.t Mandate Registration (Rs.118) and Credit Verification charges (Rs.118). Both revised to Rs. 150.ii. Insta Card: Change in nomenclature w.r.t Renewal Fee to Annual Fee and inclusion of Mandate Registration charge (Rs.150)iii. Clarification w.r.t applicability of common charge schedule for Digital PL (DP) and Open Market PL (CL) and applicable range of charges.	13.03.2024
2.1	<ul style="list-style-type: none">i. Two-Wheeler: Modification in charges w.r.t Bounce Charges, ACH Failure Charges, Visit Charges, RC Document updation chargesi. Two-Wheeler other OEMs: Modification in charges w.r.t Bounce Charges, ACH Failure Charges, Visit Charges, RC Document updation chargesii. Preowned vehicle Two-wheeler: Modification in charges w.r.t Bounce Charges, ACH Failure Charges, Visit Charges, RC Document updation chargesiii. Used Car : Modification in charges w.r.t Admin charges, Documentation charges, Visit Charges, RC Document updation charges, Bounce Charges and ACH Failure Charges.	25.07.2024

2.2	<ul style="list-style-type: none">i. Gold Loan: Modification in charges w.r.t auction notice, advertisement fee, pledge card lost and SMS charges.ii. UCV CSPL (CV): Insertion of 'VT' and 'TB' Product Codes.iii. UCV (UV): Inclusion of 'UC' product code.iv. Consumer Durable: Insertion of 'Credit Health Report' and 'Insta card Enrollment Fees'.v. Cross sell PL used Two-wheeler: Insertion of 'Epicure Shield', 'Credit Health Report', Insertion of 'Insta Card Enrolment Fees'.vi. Car Top up: Insertion of 'Epicure Shield', 'Credit Health Report', Insertion of 'Insta Card Enrolment Fees'.vii. Used Commercial Vehicle Cross sell PL: Insertion of 'Epicure Shield', 'Credit Health Report', Insertion of 'Insta Card Enrolment Fees'.viii. Consumer Durable Personal Loan: Insertion of 'Epicure Shield', 'Credit Health Report', Insertion of 'Insta Card Enrolment Fees'.	30.09.2024
-----	---	------------

1. BACKGROUND:

The primary purpose of the policy is to establish guidelines and devise a comprehensive framework on the criteria and manner of levying various Charges by the TVS Credit Services Limited ("Company" or "TVSCS") to its Customers.

The policy has been drafted in line with the guidelines issued by Reserve Bank of India (RBI) on Compliance with the RBI Guidelines on Fair Lending Practice and Regulatory Framework for Microfinance Loans, Master Directions 2022, or any other guidelines that may be applicable to the Company on levy of Charges to the Customers. This policy aims to promote transparency, protect Customer interests, and ensure fair practices within the organization as per the regulatory requirement.

This policy shall be applicable to all the products offered by the Company.

2. OBJECTIVE

The Policy lays down a broad framework for creation, modification and deletion of Charges levied on the Customer for various purposes. Levying any new Charges subsequently should be disclosed to the Customer and ensure fair practices within the organization as per the regulatory requirement and, same to be disclosed in loan application form. The Charges are to be reviewed and updated periodically and approval is required to be obtained as per the approval matrix.

3. RATIONALE FOR LEVYING CHARGES:

1. **ACH Failure/Mandate Rejection Charges:** This Charge is levied in case of default in payment of Equated Monthly Installment (EMI) by reason of the Repayment Instrument(s) not registered for

any reason on monthly basis, on the due date of EMI till the time of successful registration of mandate.

2. **Administrative Charge:** Charges payable by the Customer to cover the administrative cost for the application of the loan process.
3. **Auction publication charges:** Charges collected to recover the expenses incurred in advertisement of auction notice.
4. **Auction Notice Postage Charges:** Notice charges are fees associated with sending formal notices to debtors informing them of overdue payments, impending legal action, or other debt-related matters.
5. **Bank Transfer Annual Charge:** This Charge is applicable for customers who have opted for the Standard Plan under the Insta Card Program. This Charge is levied on the Customer for transfer of applicable credit limit amount to his bank account for utilization of the same by the Customer.
6. **Bounce Charge:** In case of default by reason of the Repayment Instrument(s) being dishonored, the Company shall Charge the Customer bounce Charge towards its dishonor.
7. **Cash Collection/Recovery/Visit Charges:** Charges payable by the Customer towards collection of loan amount or EMI amount defaulted payable to the Company to cover the expenses for the collection of debt from the Customer.
8. **CERSAI Charges (Applicable if Secured Property):** Amount charged on actual basis by Central Registry of Securitization Asset Reconstruction and Security Interest of India (CERSAI) for registration of pledge against the property with financial institution.
9. **Change in Repayment Frequency:** The Charge levied to change the frequency of EMI which was agreed by the Customer.
10. **Commitment Charges for Working Capital Loan:** Charge levied by the Company on the Customer to compensate the Company for the unutilized portion of the loan offered. It is a compensation for keeping a line of credit open or to guarantee a loan at a specific date in the future.
11. **Copy of Loan Agreement:** Charge levied by the Company on the Customer for issuance of a copy of the loan agreement. These Charges are applicable to any document pertaining to the loan that the Customer requests from the Company.
12. **Copy of Property Documents (If Applicable):** Charge levied on the Customer for issuance of a copy of the property documents of the Customer the originals of which are with the Company until the loan is completely repaid.
13. **Credit Verification Charges:** Charges paid to the Credit Agencies to verify the Customer's credit behavior and the credit score to understand the repayment ability of the Customer before the sanctions of the loan.
14. **Documentation Charges:** Charges payable by the Customer towards the cost for execution of documents as part of the loan process.
15. **Duplicate NOC/NDC Charges:** This is charged for issuance of duplicate No Objection Certificate (NOC) or No Dues Certificate (NDC) based on the Customer request.
16. **Duplicate Re-payment schedule:** Charges paid by the Customer for issuance of duplicate statement of the loan account of the Customer.

- 17. Doorstep Gold Loan Charges:** This is charged to facilitate the costs involved in offering gold loan services at the customer's doorstep such as travel cost, appraisal cost, gold transit insurance charges.
- 18. Doorstep collection charges:** Charges payable by the customer towards collection of amount payable to the Company to cover the expenses for the collection of debt from the Customer as well as to cover the cost of gold transit insurance during closure.
- 19. E-Commerce or E-Com transaction charges** are payable by customers in connection to the cost of offering the 'Insta Card or loan facility' in the e-commerce platforms for purchase of goods and services
- 20. Enrollment Charge:** This is a one-time Charge levied by the Company for enrolling the Customer to the Insta Card Program of the Company.
- 21. Field Investigation Charge:** The Charges payable by the Customer towards the cost incurred by the Company for carrying out the field investigation to verify residential or office address of the Customer as per the Credit Policy of the Company.
- 22. Foreclosure Charge:** This Charge, also known as **Prepayment Charge or Pre-closure Charge** is levied in case Customer repays their full loan amount before any specified period or the end of its term to cover the lost interest revenue from the early closing of the loan.
- 23. Foreclosure Statement Charges:** This Charge, also known as **Prepayment statement Charge or Pre-closure statement Charge** is paid by the Customer for issuance of the foreclosure Statement for the loan account of the Customer.
- 24. Insta Card Program Renewal Charge:** This Charge shall be levied for extension of the Insta Card Program beyond the program period.
- 25. Insurance Premium Charges (where opted by the customer):** The premium paid by the Customer on actuals for availing the insurance policy for securing the loan issued to the Customer.
- 26. Legal, Repossession & Incidental Charges:** Charges payable by the Customer towards the cost incurred for repossession of the hypothecated asset by the Company. The repossession Charges include the costs of hiring a recovery agent, storing and managing the asset of the Company till they can be sold, preparing the asset for sale and such other Charges, as applicable.
- 27. Legal Verification (If Applicable):** The Charges payable by the Customer for the legal cost incurred by the Company before sanction of the loan, for conducting a title search report on the property offered as Collateral.
- 28. Loan cancellation Charges:** Charges payable by the Customer in case he cancels the loan post sanction of the loan.
- 29. Loan Re-Booking Charges:** This is a Charge levied by the Company on the Customer for re-booking the loan which was already cancelled.
- 30. Loan Restructuring Charges:** This Charge is applicable if the Customer renegotiates and changes the loan conditions with the Company to avoid default on the existing loan and to manage the repayment of loan principal and interest due.
- 31. Mandate registration Charges:** Charges payable for registration of standing instruction to Customer Bank that authorizes to credit or debit a certain amount of money as EMI for Customer

loan and credit in the Company's account periodically. ECS debits are handled by the NACH (National Automated Clearing House) under NPCI (National Payments Corporation of India).

- 32. NeSL Charges:** The Charges levied by NeSL for authenticating debt of the Customer before availing the Loan.
- 33. Non-utilization of credit line:** This fee is charged to when they have stored gold at TVS Credit Service's gold vault without utilizing the credit line provided to them.
- 34. Penal Charges/Late repayment Charges:** Penal Charges also known as **Late Repayment Charges** are charged if the Customer delays the payments or EMIs payable to the Company on the agreed due date, or any non-compliance of material terms and conditions of loan contract by the borrower. There shall be no capitalization of penal charges i.e., no further interest computed on such charges. However, this will not affect the normal procedures for compounding of interest in the loan account.
- 35. Physical Card Issuance Charge:** This Charge shall be levied for issuance of physical card under the Insta Card Program on specific request of the Customer.
- 36. Duplicate pledge card issuance Charge:** Charges paid by the Customer for issuance of duplicate pledge card.
- 37. Post Asset Verification Charge:** The Charge payable by the Customer to the Company for verification of the asset post disbursement for verifying the same with the details of the asset for which the loan was availed.
- 38. Processing Charge:** Charges payable by the Customer to cover the processing cost for the application of the loan process.
- 39. RC document Updation Charges:** Charges collected to recover the expenses incurred for update and verification of documents on Vahan portal.
- 40. ROC Charges:** Charges payable by the Company to the Registrar of Companies for Creation/Modification/Deletion of Charge on the hypothecated asset of the Customer.
- 41. Gold Security Charges:** These charges cover the cost of securing and safeguarding the gold collateral during the loan tenure
- 42. SMS Charges:** This charge is levied to the customer for providing SMS services to the customers.
- 43. Stamp Duty/Stamping/Frinking Charges:** The Stamp duty payable by the Customer while availing the loan to be engrossed in the Loan agreement executed by the Customer and the Company on actual basis.
- 44. Statement of Accounts/Loan Statement:** Charges paid by the Customer for issuance of statements of accounts pertaining to the loan account of the Customer by the Company.
- 45. Swap Charge:** The Charge payable by the Customer upon the request to change the repayment mode.
- 46. Valuation Charges (If Applicable):** The Charge incurred by the Company to determine the value of the assets proposed to be financed.
- 47. Value Added Services (Where opted by the customer):**
Mobile Protection, T-Health and Epicure Shield: Applicable Charges payable if the Customers avails these Value-Added Services.

- 48. **Working Capital Limit Enhancement:** The Charge levied by the Company on the Customer to enhance the Working Capital limit.
- 49. **Working Capital Limit Ad hoc Enhancement:** The Charge levied by the Company on the Customer on ad-hoc enhancement of the Working Capital limit.
- 50. **Working Capital Limit Renewal:** The Charge levied by the Company on the Customer to renew the existing Working Capital limits.

4. APPLICABLE CHARGES

The methodology, amount, and manner of proposing and levying of Charges to the Customer shall be independent for each business vertical. The detailed schedule of Charges for each business vertical and business function is updated as **Annexure 1** to the policy document. The Charges updated in Annexure 1 of the policy document to be disclosed to the Customer before charging the same to the Customer and also to be disclosed on the website of the Company. In addition to the Charges listed in the Schedule of Charges Annexure of the policy document, the business is not permitted to levy any extra Charges (both in terms of amount and type of Charge). The business team will analyze the costs Charged to Customers on an annual basis and compare them to industry best practices. Charges for delay in payment of amount due in respect of principal/interest or EMI will be considered as non-compliance with the material terms and conditions of loan contract by the borrower and shall be treated as 'penal charges'. The quantum of penal charges in case of loans sanctioned to 'individual borrowers, for purposes other than business', shall not be higher than the penal charges applicable to non-individual borrowers for similar non-compliance of material terms and conditions within the same loan / product category.

5. ROLES AND RESPONSIBILITIES OF USER AND APPROVER OF CHARGES

The detailed process and manner of Creation, Modification and deletion of the Charges are updated as a part of the process note to the policy document. The roles and responsibilities of the stakeholders involved as the process of creation, modification and deletion of the Charges are as below:

- i. **Business Teams/Program Managers:** The Business Team/Program Managers to ensure that the process captured for Creation, Modification and / or Deletion of a Charge are adhered to as per the policy document. Any update in the Charges should be reviewed for other products of the Company. The Business Team/Program Managers should have a holistic view of Charges and ensure there is uniformity in Charges across products. All the required approvals captured as a part of policy are obtained in line with the policy document. The applicable annexures for Creation, Modification and / or Deletion of a Charge should be as per the policy along with the duly signed-off form. The amount collected from the Customer for the products should be as per the Schedule of Charges. The Charges proposed should be in line with the regulatory requirements and as per the industry standards.
- ii. **Central Operations:** The Central Operations should ensure that the Creation, Modification and / or Deletion of a Charge is provided by the Business Team/Program Managers along with the sign-off form and updated policy from the compliance. The Central Operations to ensure that the Charges are updated for the applicable products in the loan documents both physical and digital

as applicable and in the loan application systems. The team to coordinate with the IT Team and ensure that the proposed changes are implemented in the applicable systems. The team shall provide update to the Business team/Program Managers and Compliance team on implementation of the changes, and ensure no changes are implemented without approval from the Compliance team.

- iii. **IT:** The IT Team to ensure that the Creation, Modification and / or Deletion of a Charge is provided by the Central Operations Team only. The IT Team should take all the necessary steps to make the required updates in the system to reflect the changes requested by Central Operations. The IT Team to ensure adherence to the timelines for updating the required system changes. IT team to confirm the Central Operations upon implementation of the requested changes.
- iv. **Compliance:** Compliance to review the proposed Creation, Modification and / or Deletion of a Charge, provided by the Business Team/Program Managers is in line with the regulatory requirement. Compliance to review if the approval has been obtained as per the sign-off form from the applicable stakeholders. The Scheduled of Charges Policy to be updated with the proposed amendment on receipt of the requisition completed in all aspects. The Compliance team to revert to the Business Team/Program Managers in a timely manner with the updated Policy on Charges, to proceed with implementation. The Compliance team to coordinate with Marketing team for updating the schedule of Charges on the website of the Company as soon as the changes are implemented. The Compliance team to carryout sample testing and verify the schedule of Charges with the loan documents on an annual basis, to ensure the same is updated as per the policy.
- v. **Legal:** Legal Team to review and confirm the Central Operations on the changes required in the applicable loan agreements and other documents with respect to the Creation, Modification and / or Deletion of a Charge, for the applicable products. The Legal Team to make the required changes in the documents only subject to receipt of the updated policy document.

6. APPROVAL AUTHORITY FOR SCHEDULE OF CHARGES

The approval authority for Creation, Modification and/or Deletion of Charges shall be the Chief Operating Officer (COO) of the respective business. The details of the approving authority are updated in the Sign off Form of the policy document for each process.

7. CONTROL TESTING AND MONITORING

The schedule of Charges is required to be monitored on a periodic basis. The Compliance team shall review on an annual basis if the list of Charges captured in the schedule of Charges are aligned with the respective products in the loan systems and the application form. In case of any discrepancy, the same shall be reported to the respective Chief Operating Officer and Business Teams/Product Managers. The Internal Audit team shall also undertake periodic audits of the Charges captured in the documents and systems to ensure adherence to the policy document.

8. REVIEW AND MODIFICATIONS OF POLICY

The Policy shall be approved by the Board/Risk Management Committee of the Board and published on the website of the company. The policy shall be reviewed on an Annual Basis by the Risk Management Committee of the company.

In the event of any changes w.r.t addition/deletion/modification in the existing charges, quantum of levy of charges or products, the same can be made in the policy document subject to the approval of CEO of the company and said revisions shall be ratified in the subsequent Risk Management Committee meeting of the company.

ANNEXURE 1 – SCHEDULE OF CHARGES

Product: Two-Wheeler (TW)

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Maximum Rs.750
Administrative Charge	Max. Rs. 1500
Bounce Charges	Maximum Rs.750
Cash Collection / Visit Charges	Maximum Rs.200 per visit
RC document Updation Charges	Maximum Rs.500
Copy of Loan Agreement	Rs.100
Documentation charge	Max Rs. 1000
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.50
Field Investigation Charge	Max Rs. 500
Foreclosure Charges	a) Remaining Loan Tenor is < =12 months: 3% on principal outstanding b) Remaining Loan tenor is from >12 to <=24 months: 4% on principal outstanding c) Remaining Loan tenor is > 24 months: 5% on principal outstanding
Foreclosure Statement Charges – hard copy	Rs.100
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Legal, Repossession & Incidental Charges	Minimum Rs.2000 or Actuals whichever is higher
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	0 days to first EMI date: Tenor less than or equal to 12 months - 3% , Tenor between >12 to <=24 months - 4% ,Tenor greater than 24 months - 5%
Loan Restructuring Charges	3%
Mandate Registration Charges	Max up to Rs.1000
Penal Charges (excluding GST)	36% per annum on unpaid installment.
Processing Fees	Max up to 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.50
Swap Charges	Rs.1000
Value Added Services T - Health	At Actuals

Product: Used Car (CA)

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Maximum Rs.750
Bounce Charges	Maximum Rs. 750
Cash Collection / Visit Charges	Maximum Rs.200 per visit
Administrative Charges	Maximum Rs.1500
Documentation Charges	Maximum Rs.1000
RC document Updation	Maximum Rs.500
Copy of Loan Agreement	Rs.100
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.50
Foreclosure Charges	a) Remaining Loan Tenor is <= 12 months: 3% on principal outstanding b) Remaining Loan tenor is from >12 to <=24 months: 4% on principal outstanding c) Remaining Loan tenor is > 24 months: 5% on principal outstanding
Foreclosure Statement Charges – hard copy	Rs.100
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Legal, Repossession & Incidental Charges	Minimum Rs.5000 or Actuals whichever is higher
Loan cancellation & Loan Re-Booking Charges	Rs.2500
Loan cancellation charges	0 days to first EMI date- Rs.2500
Loan Restructuring Charges	3%
Mandate Registration Charges	Rs.150
Penal Charges (excluding GST)	36% per annum on unpaid installment.
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.50
Swap Charges	Rs.1000
Valuation Charges (If Applicable)	Rs.950
Value Added Services T - Health	At Actuals

Product: Preowned vehicle Two-wheeler (PV)

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Maximum Rs.750
Administrative Charge	Max. Rs. 1500
Bounce Charges	Maximum Rs.750
Cash Collection / Visit Charges	Maximum Rs.200 per visit
RC document Updation	Maximum Rs.500
Copy of Loan Agreement	Rs.100
Documentation charge	Max Rs. 1000
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.50
Field Investigation Charge	Max Rs. 500
Foreclosure Charges	a) Remaining Loan Tenor is <= 12 months: 3% on principal outstanding b) Remaining Loan tenor is from >12 to <=24 months: 4% on principal outstanding c) Remaining Loan tenor is > 24 months: 5% on principal outstanding
Foreclosure Statement Charges – hard copy	Rs.100
Insurance Related	At Actuals
1. Credit Shield Insurance Premium Charges	
Legal, Repossession & Incidental Charges	Minimum Rs.2000 or Actuals whichever is higher
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	0 days to first EMI date: Tenor less than or equal to 12 months - 3%, Tenor between >12 to <=24 months - 4%, Tenor greater than 24 months - 5%
Loan Restructuring Charges	3%
Mandate Registration Charges	Max up to Rs.1000
Penal Charges (excluding GST)	36% per annum on unpaid installment.
Processing Fees	Max up to 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.50
Swap Charges	Rs.1000
Valuation Charges (If Applicable)	Rs.750
Value Added Services T - Health	At Actuals

Product: Two-Wheeler other OEMs (TO):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Maximum Rs.750
Administrative Charge	Max. Rs. 1500
Bounce Charges	Maximum Rs.750
Cash Collection / Visit Charges	Maximum Rs.200 per visit
RC document Updation	Maximum Rs.500
Copy of Loan Agreement	Rs.100
Documentation charge	Max Rs. 1000
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.50
Field Investigation Charge	Max Rs. 500
Foreclosure Charges	a) Remaining Loan Tenor is <=12 months: 3% on principal outstanding b) Remaining Loan tenor is from >12 to <=24 months: 4% on principal outstanding c) Remaining Loan tenor is > 24 months: 5% on principal outstanding
Foreclosure Statement Charges - hard copy	Rs.100
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Legal, Repossession & Incidental Charges	Minimum Rs.2000 or Actuals whichever is higher
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	0 days to first EMI date: Tenor less than or equal to 12 months - 3%, Tenor between >12 to <=24 months - 4%, Tenor greater than 24 months - 5%
Loan Restructuring Charges	3%
Mandate Registration Charges	Max up to Rs.1000
Penal Charges (excluding GST)	36% per annum on unpaid installment.
Processing Fees	Max up to 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.50
Swap Charges	Rs.1000
Value Added Services T - Health	At Actuals

Product: Consumer Durable (CD):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bounce Charges	Rs.500
Cash Collection / Visit Charges	Rs.100 per visit
Credit Verification Charges	Rs. 150
Duplicate NDC/NOC charges	Rs.250
Duplicate Repayment Schedule - hard copy	Rs.250
Foreclosure Charges	3% on principal outstanding for all interest-bearing schemes, Nil for non-interest-bearing schemes
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation charges	For Interest bearing schemes - Rs.1000+Broken period interest (from disbursement date to cancellation date) For non-interest-bearing schemes - Rs.1000
Mandate Registration Charges	Rs. 150
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% per annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.250
Swap Charges	Rs.500
Value Added Services Mobile Protection	At Actuals
Value Added Services: a. T - Health b. Credit Health Report c. Insta Card Enrollment Fees	At Actuals 749 As per Insta Card Charge Schedule

Product: Consumer Durable Personal Loan (CP):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.250
Foreclosure Charges	a) Remaining loan tenure is <=12 months - 3% on principal outstanding b) Remaining loan tenure is >12 - <=24 months-4% on principal outstanding c) Remaining loan tenure is >24 months - 5% on principal outstanding
Foreclosure Statement Charges – hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	Rs.1000+Broken period interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% per annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.250
Swap Charges	Rs.500
Value Added Services: <ul style="list-style-type: none"> • T – Health • Epicure Shield • Credit Health Report • Insta Card Enrolment Fees' 	At Actuals Epicure Prime – Rs. 1699 Epicure Elite – Rs. 2599 Rs. 589 As per Instacard Charge Schedule.

Product: Cross sell PL used Two-wheeler (UT):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.250
Foreclosure Charges	a) Remaining loan tenure is <=12 months - 3% on principal outstanding b) Remaining loan tenure is >12-<=24 months-4% on principal outstanding c) Remaining loan tenure is >24 months - 5% on principal outstanding
Foreclosure Statement Charges – hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	Rs.1000+Broken period interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% per annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.250
Swap Charges	Rs.500
Value Added Services: <ul style="list-style-type: none"> • T – Health • Epicure Shield • Credit Health Report • Insta Card Enrolment Fees' 	At Actuals Epicure Prime – Rs. 1699 Epicure Elite – Rs. 2599 Rs. 589 As per Instacard Charge Schedule.

Product: Car Top up (CT):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.250
Foreclosure Charges	a) Remaining loan tenure is <=12 months - 3% on principal outstanding b) Remaining loan tenure is >12-<=24 months-4% on principal outstanding c) Remaining loan tenure is >24 months - 5% on principal outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	Rs.1000+Broken period interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% per annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.250
Swap Charges	Rs.500
Value Added Services <ul style="list-style-type: none"> • T – Health • Epicure Shield • Credit Health Report • Insta Card Enrolment Fees' 	At Actuals Epicure Prime – Rs. 1699 Epicure Elite – Rs. 2599 Rs. 589 As per Instacard Charge Schedule

Product: Used Commercial Vehicle Cross sell PL (CV, VT, TB):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.250
Foreclosure Charges	a) Remaining loan tenure is <=12 months - 3% on principal outstanding b) Remaining loan tenure is >12-<=24 months-4% on principal outstanding c) Remaining loan tenure is >24 months - 5% on principal outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	Rs.1000+Broken period interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% per annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.250
Swap Charges	Rs.500
Value Added Services: <ul style="list-style-type: none"> • T – Health • Epicure Shield • Credit Health Report • Insta Card Enrolment Fees' 	At Actuals Epicure Prime – Rs. 1699 Epicure Elite – Rs. 2599 Rs. 589 As per Instacard Charge Schedule

Product: Insta Card:

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bank Transfer Annual Fee	Rs.249 (applicable only for Basic Variant)
Bounce Charges	Rs.500
Cash Collection / Visit Charges	Rs.100 per visit
Duplicate NDC/NOC charges	Rs.250
Duplicate Repayment Schedule - hard copy	Rs.250
E-Com transaction Fee	Rs.99 per loan transaction (except for Premium Variant/Rs.699 variant)
Enrollment Fee	Basic Variant - Rs. 299 Standard Variant - Rs. 499 Premium Variant - Rs. 699
Foreclosure Charges	Nil
Foreclosure Statement Charges - hard copy	Rs.500
Insta Card Program Annual Fee	Rs. 117
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Nil
Loan cancellation charges	Upto 60 days: Nil After 60 days: Rs.1000+Broken period interest
Mandate Registration Charges	Rs. 150
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% per annum on unpaid installment
Physical Card Issuance	Rs. 117
Processing Fees	Upto 10%
Statement of Accounts - hard copy	Rs.250
Swap Charges	Rs.500
Value Added Services T - Health	At Actuals

Product: Digital Partnership PL (DP) and Open Market PL (CL):

There shall not be any differential levy of charges within a product category (i.e within a particular partnership PL arrangement or Open Market PL)

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.0 - Rs.500
Bounce Charges	Rs.0 - Rs.750
Cash Collection / Visit Charges	Rs.0 -Rs.100 per visit
Duplicate NDC/NOC charges	Rs.0 -Rs.500
Duplicate Repayment Schedule - hard copy	Rs.0 - Rs.250
Foreclosure Charges	Cooling Period of 15 days from the Loan Agreement date. Charge as % of Principal outstanding. 16 days 12 months: 7.08%, 13-24 months: 4.72% >24 months: 3.54%
Foreclosure Statement Charges	Rs.0-Rs.500
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Nil
Loan cancellation charges	Rs.1000+Broken period interest (from disbursement date to cancellation date)
Loan Restructuring Charges	Upto 3%
Mandate Rejection Charges	Rs.0 to Rs.500
Penal Charges (excluding GST)	Upto 36% per annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Nil
Swap Charges	Rs.0-Rs.500
Value Added Services T - Health	At Actuals

Product: Used Commercial Vehicle (UV, UC):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.750
Bounce Charges	Rs.650
Cash Collection / Visit Charges	Rs.150 per visit
Change in Repayment Frequency	Rs.1000
Copy of Loan Agreement	Rs.500
Credit Verification Charges	Rs.118
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.500
Foreclosure Charges	a) Remaining loan tenure is <=12 months - 3% on principal outstanding b) Remaining loan tenure is >12-<=24 months-4% on principal outstanding c) Remaining loan tenure is >24 months - 5% on principal outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Legal Verification Charges (If Applicable)	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	Rs.3000
Loan Restructuring Charges	3%
Mandate Registration Charges	Rs.118
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% per annum on unpaid installment
Processing Fees	Upto 5%
ROC Charges	At Actuals
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.500
Swap Charges	Rs.500
Valuation Charges (If Applicable)	At Actuals
Value Added Services T - Health	At Actuals
Working Capital Limit Enhancement	0.5% of existing limit
Working Capital Limit Renewal	0.5% of existing limit

Product: Auto Loan (AL, 3W):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.750
Bounce Charges	Rs.500
Cash Collection / Visit Charges	Rs.150 per visit
Change in Repayment Frequency	Rs.1000
Copy of Loan Agreement	Rs.500
Copy of Property Documents (If Applicable)	Rs.500
Credit Verification Charges	Rs.118
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.500
Foreclosure Charges	a) Remaining loan tenure is <=12 months - 3% on principal outstanding b) Remaining loan tenure is >12-<=24 months - 4% on principal outstanding c) Remaining loan tenure is >24 months - 5% on principal outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Legal Verification Charges (If Applicable)	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	Rs.1000
Loan Restructuring Charges	3%
Mandate Registration Charges	Rs.118
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% per annum on unpaid installment
Processing Fees	Upto 5%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	As Actuals
Statement of Accounts - hard copy	Rs.500
Swap Charges	Rs.500
Valuation Charges (If Applicable)	At Actuals
Value Added Services T - Health	At Actuals

Product: New Tractor (TR):

Schedule of charges	Charges (inclusive of GST)
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Change in Repayment Frequency	Rs.1000
Copy of Loan Agreement	Rs.500
Credit Verification Charges	Rs.118
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.500
Foreclosure Charges	4% of the future principal Outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	0 - 29 days -Rs.5000/- >30 Days till the date of 1st EMI - Rs.5000/- and Broken Period Interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Registration Charges	Rs.118
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% Per Annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.500
Swap Charges	Rs.500
Valuation Charges (If Applicable)	Nil
Value Added Services T - Health	At Actuals

Product: Loan against Tractor (LT):

Schedule of charges	Charges (inclusive of GST)
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Change in Repayment Frequency	Rs.1000
Copy of Loan Agreement	Rs.500
Credit Verification Charges	Rs.118
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.500
Foreclosure Charges	4% of the future principal Outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	0 - 15 days -Rs.2500 > 15 Days - Rs.2500 and Broken Period Interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Registration Charges	Rs.118
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% Per Annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.500
Swap Charges	Rs.500
Valuation Charges (If Applicable)	Rs.1180
Value Added Services T - Health	At Actuals

Product: Asset based Personal Loan (AP):

Schedule of charges	Charges (inclusive of GST)
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Change in Repayment Frequency	Rs.1000
Copy of Loan Agreement	Rs.500
Credit Verification Charges	Rs.118
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.500
Foreclosure Charges	4% of the future principal Outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	0 - 15 days -Rs.2500 > 15 Days - Rs.2500 and Broken Period Interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Registration Charges	Rs.118
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% Per Annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.500
Swap Charges	Rs.500
Valuation Charges (If Applicable)	Nil
Value Added Services T - Health	At Actuals

Product: Engine and Gensets (EG):

Schedule of charges	Charges (inclusive of GST)
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Change in Repayment Frequency	Rs.1000
Copy of Loan Agreement	Rs.500
Credit Verification Charges	Rs.118
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.500
Foreclosure Charges	4% of the future principal Outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	0 - 15 days -Rs.2500 > 15 Days - Rs.2500 and Broken Period Interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Registration Charges	Rs.118
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% Per Annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.500
Swap Charges	Rs.500
Valuation Charges (If Applicable)	Nil
Value Added Services T - Health	At Actuals

Product: Tractor Top up (TT):

Schedule of charges	Charges (inclusive of GST)
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Change in Repayment Frequency	Rs.1000
Copy of Loan Agreement	Rs.500
Credit Verification Charges	Rs.118
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.500
Foreclosure Charges	4% of the future principal Outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	0 - 15 days -Rs.2500 > 15 Days - Rs 2500 and Broken Period Interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Registration Charges	Rs.118
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% Per Annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.500
Swap Charges	Rs.500
Valuation Charges (If Applicable)	Nil
Value Added Services T - Health	At Actuals

Product: Loan against New Tractor (LN):

Schedule of charges	Charges (inclusive of GST)
Bounce Charges	Rs.750
Cash Collection / Visit Charges	Rs.100 per visit
Change in Repayment Frequency	Rs.1000
Copy of Loan Agreement	Rs.500
Credit Verification Charges	Rs.118
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.500
Foreclosure Charges	4% of the future principal Outstanding
Foreclosure Statement Charges - hard copy	Rs.500
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation & Loan Re-Booking Charges	Rs.1000
Loan cancellation charges	0 - 29 days -Rs.5000 >30 Days till the date of 1st EMI - Rs.5000 and Broken Period Interest (from disbursement date to cancellation date)
Loan Restructuring Charges	3%
Mandate Registration Charges	Rs.118
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	36% Per Annum on unpaid installment
Processing Fees	Upto 10%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.500
Swap Charges	Rs.500
Valuation Charges (If Applicable)	Rs.1100
Value Added Services T - Health	At Actuals

Product: Unsecured Business Loan (BL):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bounce Charges	Rs.600
Cash Collection / Visit Charges	Rs.100 per visit
Copy of Loan Agreement	Rs.100
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.100
Foreclosure Charges	4% of the future principal Outstanding
Foreclosure Statement Charges - hard copy	Rs.100
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal Verification Charges (If Applicable)	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation charges	0.5% of Loan amount or Rs.5000 whichever is higher.
Loan Restructuring Charges	0.50% of loan outstanding
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	24% per annum on unpaid installment
Processing Fees	Upto 3%
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.100
Swap Charges	Rs.500
Valuation Charges (If Applicable)	At Actuals
Value Added Services T - Health	At Actuals

Product: Secured Business Loan LAP (MS):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bounce Charges	Rs.600
Cash Collection / Visit Charges	Rs.100 per visit
CERSAI Charges (Applicable if Secured Property)	At Actuals
Copy of Loan Agreement	Rs.100
Copy of Property Documents (If Applicable)	Rs.500
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.100
Foreclosure Charges	4% of the future principal Outstanding
Foreclosure Statement Charges - hard copy	Rs.100
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal Verification Charges (If Applicable)	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan cancellation charges	0.5% of Loan amount or Rs.5000 whichever is higher
Loan Restructuring Charges	0.50% of loan outstanding
Mandate Rejection Charges	Rs.500
Penal Charges (excluding GST)	24% per annum on unpaid installment
Processing Fees	Upto 3%
ROC Charges	At Actuals
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.100
Swap Charges	Rs.500
Valuation Charges (If Applicable)	At Actuals
Value Added Services T - Health	At Actuals

Product: Invoice Based Financing (Sale by the Borrower) (MS):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bounce Charges	Rs.600
Cash Collection / Visit Charges	Rs.100 per visit
CERSAI Charges (Applicable if Secured Property)	At Actuals
Commitment Charges for Working Capital Loan	Average Utilization 60% and above: Commitment Charges applicable - Nil Average Utilization >40% - <60%: Commitment Charges applicable - 0.25% of entire unutilized portion Average Utilization <=40%: Commitment Charges applicable - 0.50% of entire unutilized portion
Copy of Loan Agreement	Rs.100
Copy of Property Documents (If Applicable)	Rs.500
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.100
Foreclosure Charges	4% of sanction limit
Foreclosure Statement Charges - hard copy	Rs.100
Insurance Related 1. Credit Shield Insurance Premium Charges	At Actuals
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal Verification Charges (If Applicable)	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan Restructuring Charges	0.50% of loan outstanding
Mandate Rejection Charges	Rs.500
NESL Charges	At Actuals
Penal Charges (excluding GST)	24% per annum on unpaid installment
Processing Fees	Upto 3%
ROC Charges	At Actuals
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.100
Swap Charges	Rs.500
Valuation Charges (If Applicable)	At Actuals
Value Added Services: T - Health	At Actuals
Working Capital Limit Ad hoc Enhancement	0.25% of ad hoc limit or Rs.25000 whichever is higher
Working Capital Limit Enhancement	0.25% of limit enhanced or Rs.25000 whichever is higher
Working Capital Limit Renewal	0.25% of limit renewed or Rs.25000 whichever is higher

Product: Invoice Based Financing (Purchase by Borrower) (MS):

Schedule of charges	Charges (inclusive of GST)
ACH Failure Charges	Rs.500
Bounce Charges	Rs.600
Cash Collection / Visit Charges	Rs.100 per visit
CERSAI Charges (Applicable if Secured Property)	At Actuals
Commitment Charges for Working Capital Loan	Average Utilization 60% and above: Commitment Charges applicable - Nil Average Utilization >40% - <60%: Commitment Charges applicable - 0.25% of entire unutilized portion Average Utilization <=40%: Commitment Charges applicable - 0.50% of entire unutilized portion
Copy of Loan Agreement	Rs.100
Copy of Property Documents (If Applicable)	Rs.500
Duplicate NDC/NOC charges	Rs.500
Duplicate Repayment Schedule - hard copy	Rs.100
Foreclosure Charges	4% of sanction limit
Foreclosure Statement Charges - hard copy	Rs.100
Insurance Related	At Actuals
1. Credit Shield Insurance Premium Charges	
Insurance Related Group Insurance (Total Protect Policy) Premium Amount	At Actuals
Legal Verification Charges (If Applicable)	At Actuals
Legal, Repossession & Incidental Charges	At Actuals
Loan Restructuring Charges	0.50% of loan outstanding
Mandate Rejection Charges	Rs.500
NESL Charges	At Actuals
Penal Charges (excluding GST)	24% per annum on unpaid installment
Processing Fees	Upto 3%
ROC Charges	At Actuals
Stamp Duty/Stamping/Frinking Charges (excluding GST)	At Actuals
Statement of Accounts - hard copy	Rs.100
Swap Charges	Rs.500
Valuation Charges (If Applicable)	At Actuals
Value Added Services: T - Health	At Actuals
Working Capital Limit Ad hoc Enhancement	0.25% of ad hoc limit or Rs.25000 whichever is higher
Working Capital Limit Enhancement	0.25% of limit enhanced or Rs.25000 whichever is higher
Working Capital Limit Renewal	0.25% of limit renewed or Rs.25000 whichever is higher

Product: Gold Loans

Schedule of charges	Charges (Inclusive of GST)
Penal Charges/ Late Repayment Charges (excluding GST)	24% PA to be charged on Due Principal and Interest
Foreclosure Charges	<ol style="list-style-type: none"> 1. Bullet Repayment Loans: If full loan amount is repaid within 7 days, minimum 7 days interest period to be serviced. Additional interest to be charged as Foreclosure charge (from the date of closure-to-7th day). 2. EMI Loans: Foreclosure period to be one EMI cycle and foreclosure charges shall be maximum 2% of the amount outstanding. GST applicable on additional collection done over and above the interest for utilized period. (from the date of closure-to-first EMI date).
Bounce Charges	INR 500
Processing fee for Fresh Loans	Up to 0.25% of the loan amount, subject to a minimum value of INR 50 and a maximum value of INR 1000
Processing fee for Top-up Loans	Up to 0.25% of the top up loan amount, subject to a minimum value of INR 50 and a maximum value of INR 1000
Non-utilization of credit line	Up to INR 200 per quarter inclusive of taxes (if gold stored within branch safe and credit not utilized by customer during a 6-month period)
Gold Security Charges	INR 50 per loan for loans up to 1,00,000/- INR 100/- per loan for loans Greater than 1,00,000/- and lesser than 2,50,000/- INR 150/- per loan for loans above 2,50,000/- (GST applicable on all)
Doorstep Gold Loan Charges	Up to INR 500 for Doorstep Gold Loan Service
Doorstep collection charges	Up to INR 150 per customer for every payment or recovery made at the doorstep
Auction Notice Postage Charges	As per actuals charged
Recovery Charges (Ticket sizes up to INR 1.5 Lakhs)	Recovery Charges - Up to INR 500

Auction publication charges	As per actuals
Recovery Charges (Ticket sizes above INR 1.5 Lakhs)	Recovery Charges – Up to INR 750
Duplicate pledge card issuance Charge	INR 100 + GST
Stamp Duty/Stamping/Frinking Charges (excluding GST)	Payable as per state laws and deducted upfront from loan amount
Credit Verification Charges	As per actuals, applied during disbursal
SMS Charges	INR 3/ month + GST
Value Added Services T Health	At Actuals

Notes:

1. The charges listed above denotes a range and will vary based on the product schemes
2. The maximum charges levied will be as indicated above

ANNEXURE 2 - PROCESS OF CREATION, MODIFICATION AND DELETION OF CHARGES

The Responsibility and methodology for creation, Modification, and Deletion charges is specified in the process note. The Policy document on the Schedule of Charges must be read in conjunction with the procedure note. The process note must be reviewed on a regular basis.

1. PROCESS FOR CREATION OF NEW CHARGE

The process flow and responsibility for creation of new Charge, shall be with the Business Teams/Program Managers. Before initiating the process for creation of New Charge the Business Teams/ Program Managers need to clearly define and justify the rationale for the creation of Charge and ensure the same is in compliance with the applicable statutory and regulatory requirements. The amount to be levied for the New Charge should be clearly documented for each product offered by the Company and such amount shall be within the prescribed statutory limits. In case there are no limits prescribed by the regulator, the Charge shall be as per the industry standards and as acceptable by the Customers and regulators. The process for creation and approval of New Charge along with responsibilities is as follows:

S N	STEPS	RESPONSIBILITY
1	Submit the duly filled in New Charge Creation Form along with rationale for creation of new Charge as per Annexure A along with the sign-off form from the approval authority to the Compliance team.	Respective Program Manager / Business Team
2	Review the New Charge Creation Form and sign-off form and make the applicable changes in the Policy on Schedule of Charges and inform the same to the Program Manager.	Compliance
3	Intimate the Central Operations team on the proposal of the new Charge creation along with the updated policy document.	Respective Program Manager / Business Team
4	To get the New Charge updated in respective loan documents (Digital / Physical) for the applicable products post verification from the legal team.	Central Operations and Legal
5	Inform IT team and get the New Charge details created in the applicable loan application systems for the applicable products.	Central Operations and IT
6	Update the schedule of Charges on website of the Company.	Compliance and Marketing
7	To communicate to the Business Teams/Program Managers and Compliance team upon update of the New Charge details in the loan documents (Digital / Physical) and loan application system for all the applicable products.	Central Operations
8	Ensure that the new Charge is reviewed along with the existing Charges on an Annual basis as per Annexure D	Central Operations and Respective Program Manager / Business Team

2. PROCESS FOR MODIFICATION OF CHARGES

The process flow and responsibility for modification/update in the existing Charge, shall be with the Business Teams/Program Managers. Before initiating the process for modification of the existing Charge the Business Teams/Program Managers need to clearly define and justify reason for proposing the modification of Charge and ensure the same is in compliance with the applicable statutory and regulatory requirements. The amount to be levied for the modified Charge should be clearly documented for each product offered by the Company and such amount shall be within the prescribed statutory limits. In case there are no limits prescribed by the regulator, the Charge shall be as per the industry standards and as acceptable by the Customers and regulators. The process for modification and approval for modification of Charge is as follows:

S N	STEPS	RESPONSIBILITY
1	Submit the duly filled in Charge Modification Form along with the rationale for the modification of the charge as per Annexure B along with the sign-off form from the approval authority to the Compliance team.	Respective Business Teams/Program Managers
2	Review the Charge Modification Form and sign-off form and make the applicable changes in the Policy on Schedule of Charges and inform the same to the Business Teams/Program Managers.	Compliance
3	Intimate the Central Operations team on the proposal of the Charge Modification along with the updated policy document.	Respective Business Teams/Program Managers
4	To get the modified Charge updated in respective loan documents (Digital / Physical) for the applicable products post verification from the legal team.	Central Operations and Legal
5	Inform IT team and get the modified Charge details updated in the applicable loan application systems for the applicable products.	Central Operations and IT
6	Update the schedule of Charges on website of the Company.	Compliance and Marketing
7	To communicate with Business Teams/Program Managers and Compliance team upon updating the Charge Modification in the loan documents (Digital / Physical), loan application system for all the applicable products.	Central Operations
8	Ensure that the modified Charge is reviewed along with the existing Charges on an Annual basis as per Annexure D	Central Operations and Respective Business Teams/Program Managers

3. PROCESS FOR DELETION OF EXISTING CHARGES

The process flow and responsibility for removing/deletion of an existing Charge, shall be with the Business Teams/Program Managers. Before initiating the process for removal/deletion of the existing Charge the Business Teams/Program Managers need to clearly define and justify reason for proposing the removal/deletion of Charge and ensure the same is in compliance with the applicable statutory and regulatory requirements. The process for removal/deletion and approval of removal/deletion of Charge is as follows:

S N	STEPS	RESPONSIBILITY
1	Submit the duly filled in Charge Deletion Form along with rationale for deletion of Charge as per Annexure C along with the sign-off form from the approval authority to the Compliance team.	Respective Business Teams/Program Managers
2	Review the Charge Deletion Form and sign-off form and make the applicable changes in the Policy on Schedule of Charges and inform the same to the Business Teams/Program Managers.	Compliance
3	Intimate the Central Operations team on the proposal of the deletion of Charge along with the updated policy document.	Respective Business Teams/Program Managers
4	To get the Charge deleted from the respective loan documents (Digital / Physical) for the applicable products post verification from the legal team.	Central Operations and Legal
5	Inform IT team and get the Charge deleted from the applicable loan application systems for the applicable products.	Central Operations and IT
6	Update the schedule of Charges on website of the Company.	Compliance and Marketing
7	To communicate with the Respective Business Teams/Program Managers and Compliance team upon deletion of the Charge from the loan documents (Digital / Physical), loan application system for all the applicable products.	Central Operations

4. ANNUAL REVIEW OF CHARGES

The Program Manager and business teams shall review all the applicable Charges captured as a part of the schedule of Charges on an annual basis along with the respective COO's, to ensure alignment of Charges with the policy. The annual review shall include the industry benchmark on the Charges, and its compliance with the applicable regulatory requirements. The Annual Review Report along with the Form for Annual Review of Charges as per **Annexure 5** shall be submitted to the Compliance along with the sign-off form from the approval authority.

ANNEXURE A – FORM FOR CREATION OF NEW CHARGE

S.No	PARTICULARS	Remarks
1	Business Vertical	
2	Details of Charge proposed to be created	
3	Rationale for proposing the New Charge	
4	Products for which the New Charge to be levied (Product Names along with Product Code)	
5	Details of the amount (inclusive of GST) to be Charged for proposed Charge for each applicable business	
6	Program Manager /Initiator Name	
7	Name of HOD	
8	Date of Submission to Compliance team	

Approval Authority

S.No	Name & Designation	Signature
1	Sayee Krishnan L Head Operations	
2	Vikas Arora Chief Compliance Officer	
3	Shelvin Mathews Chief Risk Officer	
4	Muralidhar Sripathi Chief Operating Officer- Retail	
5	Chief Operating Officer- Commercial	
6	Ananthakrishnan R Chief Operating Officer – Consumer	
7	Roopa Sampath Kumar Chief Finance Officer	
8	Head – Corporate Legal	
9	Ashish Sapra Chief Executive Officer	

ANNEXURE B – FORM FOR MODIFICATION OF EXISTING CHARGE

S.No	PARTICULARS	Remarks
1	Business Vertical	
2	Details of Charge proposed to be Modified	
3	Rationale for proposing the Modification in the Charge	
4	Products for which the Charge to be Modified (Product Names along with Product Code)	
5	Details of the present modification	
6	Details of the amount (inclusive of GST) to be charged for each applicable business	
7	Program Manager /Initiator Name	
8	Name of HOD	
9	Date of Submission to Compliance team	

Approval Authority

S.No	Name & Designation	Signature
1	Sayee Krishnan L Head Operations	
2	Vikas Arora Chief Compliance Officer	
3	Shelvin Mathews Chief Risk Officer	
4	Muralidhar Sripathi Chief Operating Officer- Retail	
5	Chief Operating Officer- Commercial	
6	Ananthakrishnan R Chief Operating Officer – Consumer	
7	Roopa Sampath Kumar Chief Finance Officer	
8	Head – Corporate Legal	
9	Ashish Sapra Chief Executive Officer	

ANNEXURE C – FORM FOR DELETION OF CHARGE

S.No	PARTICULARS	Remarks
1	Business Vertical	
2	Details of Charge proposed to be Deleted/Removed	
3	Rationale for proposing the Deletion/Removal of the Charge	
4	Other Products for which the Charge is levied	
5	Products for which the Charge is to be Deleted/Removed (Product Names along with Product Code)	
6	Details of the Present Deletion/Removal	
7	Program Manager /Initiator Name	
8	Name of HOD	
9	Date of Submission to Compliance team	

Approval Authority

S.No	Name & Designation	Signature
1	Sayee Krishnan L Head Operations	
2	Vikas Arora Chief Compliance Officer	
3	Shelvin Mathews Chief Risk Officer	
4	Muralidhar Sripathi Chief Operating Officer -Retail	
5	Chief Operating Officer- Commercial	
6	Ananthakrishnan R Chief Operating Officer – Consumer	
7	Roopa Sampath Kumar Chief Finance Officer	
8	Head – Corporate Legal	
9	Ashish Sapra Chief Executive Officer	

ANNEXURE D – FORM FOR ANNUAL REVIEW OF CHARGES

S.No	PARTICULARS	Remarks
1	Business Vertical	
2	Date of last review of Charges	
3	Charges mentioned in the schedule are in line with the loan documents	Yes/NO
4	If no, provide reason for the same with the details of deviation	
5	List of Charges reviewed under the present annual review	
6	List of products for which the above Charges are applicable	
7	Are the Charges reviewed for all the products implemented by the Company	
8	If no, list of products for which the Charges are reviewed	
9	Confirm if Charges are collected from the Customer as per the Schedule of Charges in the documents	Yes/No
10	If no, provide reason for the same with the complete details	
11	Program Manager /Initiator Name	
12	Name of Business Head	
13	Date of Submission to Compliance Team	
14	Name and Signature of the respective Chief Operating Officer	

Approval Authority

S.No	Name & Designation	Signature
1	Sayee Krishnan L Head Operations	
2	Vikas Arora Chief Compliance Officer	
3	Shelvin Mathews Chief Risk Officer	
4	Muralidhar Sripathi Chief Operating Officer - Retail	
5	Chief Operating Officer - Commercial	
6	Ananthakrishnan R Chief Operating Officer - Consumer	
7	Roopa Sampath Kumar Chief Finance Officer	
8	Head - Corporate Legal	
9	Ashish Sapra Chief Executive Officer	