

SUSTAINABLE AGRO-COMMERCIAL FINANCE LIMITED

FAIR PRACTICES CODE

(i) Applications for availing Financing services and their processing

(a) The Client Application Form of Sustainable Agro-Commercial Finance Limited (hereinafter referred to as "SAFL") (for availing of the financing limit by SAFL's Borrower) will include the complete information which may affect the interest of the Borrower, so as to enable both SAFL and its Borrower to make its meaningful comparison with the similar terms and conditions offered by other Non Banking Finance Companies (NBFCs). It will also enable the Borrowers to take an informed decision based on the said comparison.

(b) The Client Application Form of SAFL (for availing of the financing limit by SAFL's Borrower) will also indicate the list of documents required to be submitted by the Borrower(s) along with the Application.

(c) SAFL ordinarily will put in place a mechanism of giving an acknowledgement for receipt of Application from its Borrower for availing Financing limit. Also, the said acknowledgement will contain the detailed time frame within which various activities right from making the Application by the Borrower till the disposal of the same (viz. (i) Principle offer by SAFL to the Client, (ii) Preparation and submission of Client field survey by SAFL, (iii) pre sanction due diligence of Client by SAFL, and (iv) Remittance of Funds by SAFL to the Client) will be completed by SAFL. SAFL would inform the Borrower about its decision within 15 days from the date of receipt of Field Survey Report and all other required information in full.

(ii) Loan appraisal and terms/ conditions

SAFL will convey in writing to the Borrower by way of a sanction letter, the amount of limit sanctioned along with all the terms and conditions thereof, including therein the rate of discount/ interest and method of application, and keep the acceptance of these terms and conditions by the Borrower(s) on SAFL's record.

(iii) Disbursement of loans including changes in terms and conditions

(a) SAFL will give Notice to all its Borrowers, of any change in the terms and conditions of the Financing, including disbursement schedule, interest/ discount rates, service charges, prepayment charges etc. SAFL will also ensure that changes in discount/ interest rates and charges are effected only prospectively. Separate information in writing regarding the same would be sent to the Clients.

(b) Decision to recall/ accelerate payment or performance under the Financing Agreement will be in consonance with the Agreement.

(c) SAFL will release all securities of its Borrower only on repayment of all dues by such Borrower, or only on realization of the outstanding amount of the Borrower's availed limit, subject to any legitimate right or lien for any other claim which SAFL may have against its Borrower.

If such right of set off is to be exercised, the Borrower will be given notice about the same by SAFL with full particulars about the remaining claims and conditions under which SAFL will be entitled to retain the securities till the relevant claim is settled or paid by the Borrower.

(iv) General

(a) SAFL does not interfere in the affairs of its Borrower except for the purpose provided in the terms and conditions of the Financing Agreement (unless new information, not earlier disclosed

by the Borrower, which may come to the notice of SAFL).

(b) In case of receipt of request by SAFL from the Borrower for transfer of Borrower account, the consent or otherwise i.e. Objection of SAFL, if any, is generally conveyed to such Borrower within 21 days from the date of receipt of the Borrower's request. Such transfer will be as per transparent contractual terms in consonance with all the applicable laws.

(c) In the matter of recovery of outstanding dues of its Borrower, SAFL does not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans etc.

(v) Grievance Redressal Mechanism

Clients and others who have grievances in respect of decisions of SAFL's functionaries may address their grievances to Mr. Anil Jain, Director, at anil@safl.in.

The Board will also periodically review the compliance of this Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews will be submitted to the Board at annual intervals.

(vi) This Fair Practices Code will always be available on the website of SAFL - www.safl.in, for the information of its Borrowers and various stakeholders. Any enhancement(s) or change(s) in the scope of this code will be uploaded from time to time, in future, on the said website.