Reliance Retail Finance Limited (RRFL) (the Company) has formulated and adopted this Fair Practices Code (FPC) as an affirmation of its values and commitment towards transparency and fairness in its dealings with its customers. The FPC incorporates all applicable guidelines and instructions issued by the Reserve Bank of India (RBI) from time to time (Ref: Master Direction DNBR.PD.008/03.10.119/2016-17 dated September 01, 2016 updated as on July 14, 2022). This code is applicable in respect of all services/products/loans and facilities etc. sourced or serviced by RRFL either directly or through its business correspondents/agents.

1. **Objectives of the Code:**

   This code has been adopted to encourage an ecosystem in which:

   - A baseline for just and fair practices while carrying out business with customers are set,
   - The business operates from a high moral ground,
   - There is clarity for the customers regarding the services that they can expect,
   - The organization’s commitment to transparency and fairness in all customer dealings are internalized and evidenced.

2. **Our Key Commitments and Declarations:**

   (a) RRFL shall provide assistance to the borrower to understand and interpret the financial schemes and products being offered and their appropriateness for individual or class of customers by making available information and appropriate disclosures in writing and orally in the languages understood by the customer. All such disclosures will also be made and periodically updated on the Company’s website.

   (b) Accurate and timely information with respect to terms and conditions, costs, rights and liabilities shall be provided.

   (c) RRFL has adopted a code of conduct for its collection personnel inculcating appropriate behavior and non-coercive collection practices and shall ensure strict adherence with the same.

   (d) RRFL shall promptly redress any customer complaint within timelines committed under its grievance redressal mechanism.

3. **Non-Discrimination Policy**

   The Company will not discriminate between customers on the basis of gender, race, caste, creed, orientation or religion.

4. **Confidentiality:**

   All information provided by the customer shall be dealt with as confidential and private, unless it is otherwise explicitly disclosed to and acknowledged by the customer.

   **Exceptional Circumstances where RRFL may disclose customer information:**
• To provide the information if required under statute or regulation,
• Mandated duty to reveal the information to the public,
• If the Company is required to provide this information (e.g. fraud prevention) to Banks / Financial Institutions / Our Group and Associate Companies providing Business Support services,
• The Company will not use this reason for giving information about customers to anyone else for marketing purposes.

5. Loan Lifecycle:

(i) Applications for loans and their processing

(a) All communications to the borrower shall be in the vernacular language or a language as understood by the borrower.

(b) 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.

(c) The loan application form shall indicate the documents required to be submitted with the application form including processing fees or any other fees, if any, and the extent to which these fees are refundable or not in the event the loan is not sanctioned or the customer declines the facility.

(d) RRFL will devise a system of giving acknowledgement for receipt of all loan applications. The time frame within which loan applications will be disposed of will also be indicated in the acknowledgement.

(ii) Loan appraisal and terms/conditions

RRFL shall convey in writing to the borrower in the vernacular or the language as understood by the borrower by means of sanction letter or otherwise, the amount of loan sanctioned along with the terms and conditions including annualised rate of interest and method of application thereof and keep the acceptance of these terms and conditions by the borrower on its record. RRFL shall mention the penal interest charged for late repayment and pre-closure charges/penalty in bold in the loan agreement. RRFL, however, shall not levy prepayment charges/penalty on floating rate loans granted to individuals.

RRFL 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.

The terms and conditions of the loan agreement will contain provisions regarding: (a) notice period before taking possession of security in case of default; (b) circumstances under which the notice period can be waived; (c) the procedure for taking possession of the security; (d) a provision regarding final chance to be given to the borrower for repayment of loan before the sale / auction of the property; (e) the procedure for giving repossession to the borrower; and (f) the procedure for sale / auction of the property.

(iii) Disbursement of loans including changes in terms and conditions
(a) RRFL shall 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 rates, service charges, prepayment charges etc. RRFL shall also ensure that changes in interest rates and charges are effected only prospectively. A suitable condition in this regard shall be incorporated in the loan agreement.

(b) Decision to recall / accelerate payment or performance under the agreement shall be in consonance with the loan agreement.

(c) RRFL shall release all securities on repayment of all dues or on realization of the outstanding amount of loan subject to any legitimate right or lien for any other claim RRFL may have against borrower. If such right of set off is to be exercised, the borrower shall be given notice about the same with full particulars about the remaining claims and the conditions under which RRFL is entitled to retain the securities till the relevant claim is settled/paid.

(iv) General

(a) RRFL shall refrain from interference in the affairs 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 RRFL).

(b) In case of receipt of request from the borrower for transfer of borrowal account, the consent or otherwise i.e. objection of RRFL, if any, shall be conveyed within 21 days from the date of receipt of request. Such transfer shall be as per transparent contractual terms in consonance with law.

(c) In the matter of recovery of loans, RRFL shall not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans etc. As complaints from customers also include rude behavior from the staff of the companies. RRFL shall ensure that the staff are adequately trained to engage with the customers in an appropriate manner.

(d) The Board of Directors of RRFL has laid down and shall periodically review the appropriateness of the grievance redressal mechanism within the organization to resolve disputes arising in this regard. Such a mechanism shall ensure that all disputes arising out of the decisions of RRFL functionaries or its agents are heard and disposed of at least at the next higher level. The Board of Directors shall also periodically review the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews may be submitted to the Board at regular intervals, as may be prescribed by it.

(vii) Regulation of interest charged by RRFL

(a) The Board of RRFL shall adopt an interest rate model taking into account relevant factors such as, cost of funds, margin and risk premium, etc and determine the rate of interest to be charged for loans and advances. The rate of interest and the approach for gradations of risk and rationale for charging different rate of interest to different categories of borrowers shall be disclosed to the borrower or customer in the application form and communicated explicitly in the sanction letter.

(b) RRFL shall make available on its website the rates of interest and the approach for gradation of risks applicable for its loan customers. The information published in the website or otherwise published shall be updated whenever there is a change in the rates of interest.
The rate of interest shall be annualised rates so that the borrower is aware of the exact rates that would be charged to the account.

There shall be no penalty for prepayment/foreclosure for floating rate loans to individuals.

6. **Grievance Redressal Mechanism:**

(a) RRFL has established a grievance redressal mechanism within the organization. It comprises of Business Heads, Heads of Risk and Collections and Heads of Operations to resolve service quality disputes or disputes arising in regard to adherence to the Fair Practices Code.

(b) There would be a periodical review of compliance with the Fair Practices Code and functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews would be submitted to the Board at regular intervals.

(c) In case of consumer financing through dealers or business correspondents (BC), the name of the Company as financing partners as well following information shall be prominently displayed, for the benefit of the customers, on the website of the dealers/ on site at BC locations.

(d) The toll-free number and the e-mail address for any grievance expressed by the customer shall also be displayed at all places where the Company is doing business. The customer would require to express the issue over either of the communication channels and the expected resolution time frame shall be 30 days from the time of receipt of the communication.

(e) In the unlikely event of the customer not being satisfied with the resolution of the grievance, the issue can be escalated to the Grievance Redressal Officer. The name of the Nodal Officer (Grievance Redressal Officer) who can be approached for resolution of complaints, if any: Vishal Kumar Contact details Telephone No. +91 22 79670860 Email address: vishal.kumar@ril.com or nodaloﬄicer.rrfl@ril.com

RRFL shall abide by the Fair Practices Code and uphold the spirit of the Code. A copy of the Code shall be displayed on the Company’s website.

(e) On fulfilling the threshold criteria prescribed under the regulations, RRFL shall appoint Internal Ombudsman in terms of the regulatory provisions who will handle such customer complaints that have been rejected under the Grievance Redressal Mechanism.

(f) If the complaint / dispute is not redressed within a period of one month, the customer may take up the complaint with the Ombudsman under the Reserve Bank – Integrated Ombudsman Scheme, 2021. The salient features of the Scheme are provided at ‘Annexure A’. A copy of the Reserve Bank – Integrated Ombudsman Scheme, 2021 and complaint form/ link for filing on-line complaint is available at the RBI website at https://cms.rbi.org.in. A copy of the Reserve Bank – Integrated ombudsman Scheme, 2021 is also given at Annexure ‘B’ for easy access.
Some salient features of the Reserve Bank of India – Integrated Ombudsman Scheme 2021

On November 12, 2021 the Reserve Bank of India (RBI) notified the Reserve Bank- Integrated Scheme, 2021 (IOS-2021) integrating the existing three Ombudsman schemes of RBI namely, (i) the Banking Ombudsman Scheme, 2006; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019. The Scheme has been notified by RBI in exercise of the powers conferred on it under Section 35A of the Banking Regulation Act, 1949 (10 of 1949), Section 45L of the Reserve Bank of India Act, 1934 (2 of 1934), and Section 18 of the Payment and Settlement Systems Act, 2007 (51 of 2007).

The IOS-2021 is will provide cost-free redress of customer complaints involving deficiency in services rendered by entities regulated by RBI in terms of the provisions of the Scheme. The IOS-2021 adopts the ‘One Nation One Ombudsman’ approach by making the RBI Ombudsman mechanism ‘jurisdiction neutral’.

Some of the more important features of the Scheme are:

• Being jurisdiction neutral, the complainant no longer needs to identify the specific scheme or the Ombudsman Office having territorial jurisdiction.
• Any customer aggrieved by any deficiency or shortcoming or an inadequacy in any financial service which the NBFC/Regulated Entity (RE) is required to provide may file a complaint in writing or by email/online under the IOS-2021. There are, however, a specified list of exclusions.
• Exclusions under the scheme are (a) first resort complaints where the complainant had, before making a complaint under the Scheme not made a written complaint to the Regulated Entity concerned or having made the complaint and not receiving a response has filed a complaint under the IOS-2021 within 30 days of his/her representation; (b) delay in filing beyond a period of one year from the date of receipt of the response from the RE or one year and 30 days where no reply is received from the RE or the complaint is barred by limitation under the Limitation Act, 1963; (c) complaints pending before an Ombudsman or settled or dealt with on merits, by an Ombudsman; (d) complaints pending before any Court, Tribunal or Arbitrator or any other Forum or Authority or settled or dealt with on merits by any Court, Tribunal, Arbitrator or any other Forum or Authority; (e) complaints that are abusive or frivolous or vexatious in nature; (f) complaints with incomplete information as specified in the IOS-2021; (g) complaints lodged through an advocate as authorised representative.
• There is no limit on the amount in a dispute that can be brought before the Ombudsman. However, the Ombudsman shall have the power to Award monetary compensation up to Rupees 20 lakh, in addition to an amount of up to Rupees One lakh towards expenses incurred and for harassment/mental anguish suffered by the complainant.
• The Regulated Entity will not have the right to appeal in cases where an Award is issued by the ombudsman against it for not furnishing satisfactory and timely information/documents.
• The Executive Director-in charge of Consumer Education and Protection Department of RBI would be the Appellate Authority under the Scheme.
• A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language. Complaints can continue to be filed online on https://cms.rbi.org.in. Complaints can also be filed through the dedicated e-mail or sent in physical mode to the ‘Centralised Receipt and Processing Centre’ set up at Reserve Bank of
India, 4th Floor, Sector 17, Chandigarh - 160017 in the format. A Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) – is also being operationalised in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course. The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint. A copy of the Scheme is available on the RBI website and on the CMS portal of RBI (https://cms.rbi.org.in) and the website of RRFL (www.rrflxxxxxx.com).