

LENDINGKART FINANCE LIMITED

Fair Practices Code

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1. Purpose

The Reserve Bank of India (RBI) has issued guidelines on Fair Practices Code for Non-Banking Financial Companies (NBFCs) thereby setting standards for fair business and corporate practices while dealing with their customers vide Reference of Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025 dated November 28, 2025.

Lendingkart Finance Limited (hereinafter referred as 'the Company' or 'LFL') is a Non-Banking Financial Company categorized as Middle Layer (NBFC ML) registered with RBI and in terms of aforesaid guidelines entails to adopt the following Fair Practice Code (FPC' or 'the Code') to set out the principles for fair practices / standards to be followed by the Company while dealing with its customers (the "Customer" or "Borrower"). It provides information to Customers and explains how the Company is expected to deal with them on a day-to-day basis.

This Fair Practices Code (hereinafter referred to as the "Code") shall be applicable and binding on all employees of the Company and any third-party service providers engaged by the Company while dealing with Customers, including Customers raising complaints/enquiries through social media or any other media/platform. The Company encourages the Customers to reach out through the customer care platforms as mentioned in grievance handling mechanism, as required.

2. Important definitions

1. "Board" or "BOD": Shall mean the Board of directors of LFL.
2. "Borrower" or "Customer": Shall mean any existing or prospective borrowers/customers of LFL.
3. "Personal Data" means any data about an individual who is identifiable by or in relation to such data.

3. Objective

The Code has been developed with the objective of:

- (a) Ensuring fair practices while dealing with Customers so as to promote a fair and cordial relationship.
- (b) Providing transparency to Customers in having a better understanding of the Company's product, respective loan account, and taking informed decisions.
- (c) Fostering strong Customer confidence in the Company.
- (d) Follow good, fair and transparent business practices by setting reasonable standards in dealing with Customers.
- (e) Encourage market forces, through fair competition, to achieve higher operating standards.
- (f) Recovery and enforcement, where necessary, is conducted following due process of law and in compliance with Company's policies.
- (g) To ensure compliance with applicable regulations prescribed by RBI relating to fair practices.
- (h) Applying uniformity across all product offering of the Company including those sourced digitally or otherwise.

4. Commitment

- (a) LFL shall at all times do its best to act fairly, reasonably and meet the standard practices prevalent in the industry.
- (b) LFL shall abide by all the relevant laws, regulations and meet the ethical principles of integrity and transparency during its interaction with the Borrowers.
- (c) While interacting with Customers, the Company shall take all steps as may be required to provide clear information either in English or Hindi or the appropriate vernacular language regarding:
 - o its various products and services.
 - o the terms and conditions, the interest rates/ service charges.

- o benefits available to the Customers and the implications, if any.
 - o contact persons to address the queries, if any.
- (d) The Code will be made available on the Companies' website.
- (e) LFL shall treat the information relating to Borrowers as strictly confidential and shall not share any information, unless required under law or waived or permitted by the Borrower.
- (f) LFL shall take necessary steps to inform its Borrowers of their right to information regarding their account and the facilities available to them.
- (g) LFL shall inform its Borrowers of all financial information such as rates of interest, charges, method of calculation etc. prior to entering into any transaction.

5. Applications for Company's Loans and its processing

- (a) LFL mainly offers Business Loans to its Customers, in the MSME segment, wherein the Borrower would require assistance as compared to mid-large corporate clients who are well versed and equipped with financial market business.
- (b) LFL in the normal course of business shall endeavor at all times to guide its Borrowers about the process and procedure to be followed for availing such loan.
- (c) The 'Loan Application / appropriate documents' of LFL will include all information that is required to be submitted by the Borrower/ affects the interest of the borrower. Necessary information will be provided by LFL to facilitate the Borrower in making a meaningful comparison with similar terms and conditions offered by other Non-Banking Finance Companies (NBFCs) and taking an informed decision based on the aforesaid comparison. Further, the Content of the Loan Agreement (the "Loan Agreement") is explained to the Borrower in vernacular language or in a language understood by the Borrower. LFL will maintain a record of the Borrower's acceptance of these terms and conditions.
- (d) The 'Loan Application / appropriate documents' of LFL may also indicate the list of documents required to be submitted by the Borrowers along with the Loan Application Form (the "Loan Application Form").
- (e) Each Loan Application submitted by the Borrower shall be considered independently on merit, upon scrutiny of all the information, documents required for loan application, identity of the person, entity and security to be offered, including guarantees, if any.
- (f) LFL shall carry out Borrower's due diligence to ascertain the credit worthiness of Borrower which will be an important parameter in taking decision of the application before sanction or rejection of any Loan Application Form.
- (g) LFL has a mechanism for providing an acknowledgement for receipt of loan Applications From Borrowers. The acknowledgement shall also indicate the indicative time frame for disposal of the Loan Application Form. LFL shall endeavour to inform the Borrower about its decision within a reasonable period from the date of receipt of all required information/documents in full.
- (h) All communications with the Borrower shall be in English or Hindi or the appropriate vernacular language as understood by the Borrower.

6. Loan appraisal and terms/conditions

- (a) LFL shall convey in writing to the Borrower in English or Hindi or the appropriate vernacular language as understood by the Borrower by way of a sanction letter or otherwise, the amount of limit sanctioned along with all the terms and conditions including the annualized rate of interest and method of application thereof and keep the acceptance of these terms and conditions by the Borrower on LFL's record.
- (b) Any clause relating to interest/ penal charges for delay or default in repayment shall be disclosed in the Loan Agreement and other relevant loan documents, as applicable. Such penal charges shall not be capitalised or compounded.
- (c) LFL shall furnish a copy of the Loan Agreement as understood by the Borrower along with a copy of each of all enclosures quoted in the Loan Agreement to all the Borrowers at the time of sanction/disbursement of the said loan.

7. Loan Sourced from Digital Lending Platform

- (a) Names of digital lending platforms engaged as sourcing agents (including Lending Service Providers (LSPs), Digital Lending Apps (DLAs) and DLAs of LSPs onboarded by the Company) (hereinafter referred to as the “Agents”) shall be disclosed on the website of LFL (<https://www.lendingkart.com/>).
- (b) LFL has directed the digital lending platforms engaged as Agents that they disclose LFL’s name upfront to the Customers.
- (c) Immediately after sanction but before execution of the Loan Agreement, the sanction letter shall be issued to the Borrower on the letter head.
- (d) A copy of the digitally signed Loan Agreement along with a copy of each of the enclosures quoted in the Loan Agreement along with the privacy policies of the LSPs/DLAs with respect to Borrowers’ data shall be furnished to all Borrowers at the time of sanction/ disbursement of loans.
- (e) Effective oversight and monitoring shall be ensured over the digital lending platforms engaged by LFL.
- (f) Disbursements with respect to the loans sanctioned shall always be made into the bank account of the Borrower except for disbursals covered exclusively under statutory or regulatory mandate. The Company shall ensure that all loan servicing, repayment, etc. is executed by the Borrower directly in the Company’s bank account without any pass-through account/ pool account of any third party, including the accounts of LSP.
- (g) In case of a loan default, when a recovery agent is assigned for recovery or there is a change in the recovery agent already assigned, the particulars of such recovery agent authorized to approach the Borrower for recovery shall be communicated to the Borrower through email/ SMS before the recovery agent contacts the Borrower for recovery
- (h) Adequate efforts shall be made towards creation of awareness about the grievance redressal mechanism.
- (i) Collection of data by the DLAs and DLAs of LSPs onboarded by the Company from the Customer shall be as per need-based and with prior and explicit consent of the Borrower having audit trail. The Borrower will be provided with an option to give or deny consent for use of specific data, restrict disclosure to third parties, data retention, revoke consent already granted to collect Personal Data and if required, make the application delete/ forget the Personal Data.
- (j) The purpose of obtaining Borrowers’ consent needs to be disclosed at each stage of interface with the Borrowers. Explicit consent of the Borrower shall be taken before sharing personal information with any third party, except for cases where such sharing is required as per statutory or regulatory requirement.

8. Key Fact Statement (KFS) for loans

- (a) LFL shall provide a Key Facts Statement (the “KFS”) in the RBI-prescribed standard format and in a language understood by the prospective Borrower for all its products, before executing the Loan Agreement.
- (b) Each KFS will carry a unique proposal number and shall have a validity period of at least three (03) working days for loans having tenor of seven (07) days or more. Validity period refers to the period available to the Borrower, after being provided the KFS by the LFL, to agree to the terms of the loan. The LFL shall be bound by the terms of the loan indicated in the KFS, if agreed to by the Borrower during the validity period.
- (c) The KFS will include a detailed computation of the Annual Percentage Rate (APR), along with an amortization schedule indicating the repayment structure over the full loan tenure.
- (d) The APR shall reflect the total annual cost of credit to the Borrower, factoring in the interest rate along with all other fees and charges associated with the loan. No charges, fees, or levies shall be imposed during the tenure of the loan unless such items are clearly disclosed in the KFS and agreed to by the Borrower with their explicit consent.

- (e) The KFS shall comprehensively include all quantitative and contractual disclosures as required under applicable RBI guidelines, including but not limited to disbursement terms, interest computation details, third-party charges, grievance redressal contacts, and recovery-related information.
- (f) Wherever charges are collected on behalf of third-party service providers, such charges shall be duly reflected in the APR and appropriate receipts or supporting documents shall be shared with the Borrower.
- (g) The contents of the KFS shall be clearly explained to the Borrower, and an acknowledgment confirming that the Borrower has understood the details shall be duly obtained and maintained in LFL's records.
- (h) In the case of digital lending arrangements, LFL shall ensure disclosure of the cooling-off period of three (03) days, details of Lending Service Providers (LSPs), and any recovery arrangements in line with applicable regulatory guidelines.

9. Disbursement of loans (including changes in terms and conditions)

- (a) LFL will give notice to its Borrower(s), in English or Hindi or the appropriate vernacular language as understood by the Borrower of any change in the terms and conditions of the sanction, including but not limited to disbursement schedule, interest rates, service charges, prepayment charges, etc. LFL will also ensure that changes in discount/ interest rates and charges are effected only prospectively. A suitable condition in this regard shall be incorporated in the Loan Agreement.
- (b) LFL's decision to recall/ accelerate payment or performance under an agreement will be in consonance with the respective Loan Agreement.

10. Collection of dues

- (a) LFL shall provide the Customers with all the information regarding their dues and provide reasonable time for payment of the same.
- (b) LFL shall, while protecting its interest, adopt reasonable and lawful measures to recover its dues from defaulting Borrowers.
- (c) LFL shall ensure that the staff/ recovery agents are adequately trained to deal with the Customers in an appropriate manner.
- (d) LFL shall ensure that all recovery efforts are conducted in a fair and transparent manner, strictly in accordance with the guidelines issued by the Reserve Bank of India (updated from time to time).
- (e) Borrowers will be contacted only during prescribed hours, generally between 8:00 AM and 7:00 PM, unless specifically requested otherwise by the Borrower.
- (f) Borrowers shall be informed in advance about the initiation of recovery proceedings, including details such as the name and contact number of the recovery agent.

11. Interest Rate and Penal & other charges

- (a) The Board approved "Policy on Interest Rate, Penalties and Other Charges" is available on the Company's website (<https://www.lendingkart.com/investors/policies-codes/>) and covers the practices followed by the Company in relation to charging of interest and penal charges, including:
- (b) Interest is charged from the date of actual disbursement of funds to the Customer.
- (c) In cases where loan disbursal or repayment occurs during the month, interest is charged only for the period during which the loan remained outstanding.
- (d) The policy also contains provisions relating to penal charges, including:
 - o Penal charges applicable for non-compliance with material terms and conditions of the Loan Agreement.
 - o Penal charges shall not be capitalized and no further interest shall be computed on such charges.
 - o Penal charges are reasonable and proportionate to the nature and extent of non-compliance.
 - o The applicable penal charges and reasons for levy are communicated to the Borrowers as documented in the Loan Agreements [Key Fact Statement (KFS)].

12. Floating interest rate loans (applicable only for floating rate loans)

- (a) At the time of sanction, the Customers shall be communicated about the possible impact of change in benchmark interest rate on the loan leading to changes in EMI and/or tenor or both. Subsequently, any increase in the EMI/ tenor or both on account of the above shall be communicated to the Borrower immediately through appropriate channels.
- (b) At the time of reset of floating interest rates, LFL will provide the option to the Borrowers to switch over to a fixed rate as per Company's Board approved policy. The switch from floating rate of interest to fixed rate of interest will be subject to levy of fees / charges as prescribed in the LFL's Schedule of charges. All applicable charges for switching loans from floating to fixed rate and any other service charges/ administrative costs incidental to the exercise of the above options shall be transparently disclosed in the sanction letter and also at the time of revision of such charges/ costs by the Company from time to time.
- (c) The Borrowers shall be given the choice to opt for (a) enhancement in EMI or elongation of tenor or for a combination of both options; and (b) to prepay, either in part or in full, at any point during the tenor of the loan. The levy of foreclosure charges/ pre-payment penalty shall be as per the LFL's schedule of charges.
- (d) LFL shall ensure that the elongation of tenor in case of floating rate loan does not result in negative amortization.
- (e) LFL shall share/ make accessible to the Borrowers, through appropriate channels, a statement at the end of each quarter which shall at the minimum, enumerate the principal and interest recovered till date, EMI amount, number of EMIs left and annualized rate of interest/Annual Percentage Rate (APR) for the entire tenor of the loan. LFL shall ensure that the statements are simple and easily understood by the Borrower.
- (f) The Company has adopted an interest rate model taking into account relevant factors such as cost of funds, margin, and risk premium for determining the rate of interest to be charged for loans and advances. The rate of interest to be charged depends much upon the gradation of the risk of the Borrower viz. the financial strength, business, regulatory environment affecting the business, competition, past history of the Borrower etc. The rate of interest and total interest amount to be charged over complete tenure of loan will be communicated so that the Borrower is aware of the exact interest liability that would be charged to the Borrower. It shall also be made available on the website of LFL. The said information published on the Company's website or otherwise shall be updated whenever there is a change in the rates of interest. The rate of interest will be annualised rate so that the Borrower is aware of the exact rates that would be charged to the account.
- (g) The Board of LFL has laid out appropriate internal principles and procedures for determining interest rates, processing and other charges and the same. For more information, please refer to Interest Rate and Penal and other charges policy available on Company's website (<https://www.lendingkart.com/investors/policies-codes/>).

13. Other guidelines

- (a) LFL will refrain from interference in the affairs of its Borrower except for the purposes provided in the terms and conditions of the respective loan agreement (unless new information, not earlier disclosed by the Borrower, which may come to the notice of LFL).
- (b) In case of receipt of request from the Borrower for transfer of ~~borrowal~~ loan account, the consent or otherwise i.e. objection of LFL, if any, is conveyed to such Borrower within twenty-one (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 Borrowers, LFL does not resort to any undue harassment such as persistently bothering Borrowers at odd hours, use of intimidation or muscle

- power for recovery of loans/dues, or any inappropriate behaviour.
- (d) LFL and its recovery agents shall adhere to the applicable internal Code of Conduct / recovery policy and the extant regulatory guidelines issued by the Reserve Bank of India (RBI) from time to time. Training shall be imparted to ensure that the Company's employees and recovery agents are adequately trained to deal with Customers in an appropriate and professional manner.
 - (e) The Company shall have a system in place to resolve the disputes arising out of the decisions of the functionaries of the Company wherein such complaints shall be heard and disposed by an official one level above the said functionaries of the Company.

14. Loan facilities to the physically/visually challenged by NBFCs

LFL shall not discriminate in extending products and facilities including loan facilities to physically/visually challenged/ disabled applicants on grounds of disability. All branches of LFL will render all possible assistance to such persons for availing of the various business facilities.

15. Grievance Redressal Mechanism

- (a) In the present competitive scenario, excellent customer service is an important tool for sustained business growth. Customer complaints are part of the business in any corporate entity.
- (b) At LFL, Customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new Customers, but also to retain existing ones. LFL has come up with a lot of initiatives that are oriented towards providing better Customer experience and an efficient grievance redressal mechanism with a view to providing enhanced experience to our Customers.
- (c) In order to make LFL's redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given framework of rules and regulation.

16. Purpose/Key Commitments

LFL's key commitments towards its customers are:

- (a) To be fair and transparent to its Customers.
- (b) To resolve grievances and complaints in a timely manner.
- (c) To take time to fully understand the Customers' questions and to respond in the most helpful way possible.
- (d) To educate Customers about the redressal mechanism and the designated officials for resolving issues/ complaints.
- (e) Importantly, LFL takes the privacy and dignity of its Customers very seriously and treats its Customers fairly and courteous manner at all times.

17. Machinery to handle Customer queries / complaints/ grievances

17.1. Customer Queries, Requests and Complaints

Customers who wish to provide feedback or send in their complaint may use the channels mentioned below between 10:00 am and 7:00 pm, on Monday to Friday (except on public holidays).

Procedure for handling Customer queries: The objective is to manage Customer queries efficiently and effectively, ensuring high levels of customer satisfaction and adherence to the regulatory guidelines set forth by the Reserve Bank of India.

1. Definition of Query, Request and Complaints: LFL has established distinct definitions for Queries, Requests and Complaints to ensure accurate tracking of Customer issues. The following examples are provided for illustrative purposes only: Query: Information sought by the customer.

- (a) Examples of Queries:

- (i) Customer seeking information on the Loan Application process.

- (ii) Customer inquiring about the documentation required for a Loan Application.
 - (iii) Customer enquiring about mode of payment.
- 2. Request: A specific action or service asked for by the Customer related to the Loan Account or the loan services.
 - (a) Examples of Requests:
 - (i) Customer requesting a statement of account.
 - (ii) Customer requesting a waiver of late payment fees/charges.
 - (iii) Customer requesting foreclosure of a loan.
- 3. Complaint: A Complaint means any expression of dissatisfaction made by a Customer, whether oral, written, or through electronic means, regarding a product, service, process, or action of the Company.
 - (a) Examples of Complaints:
 - (i) Delay in issuance of a No Objection Certificate (NOC).
 - (ii) Delay in payment posting.
 - (iii) Delay in account information change (Email, Address, etc.)

(These definitions and examples are intended to provide clarity on Customer issues and facilitate efficient resolution and are for illustration purpose).

17.2. Customer Contact Points:

Customers can reach Lendingkart's support team through various channels to ensure accessibility and convenience:

- a. Email: care@lendingkart.com
- b. Toll-Free Number: 1800 572 0202
- c. WhatsApp: +91 7778867631
- d. Write to us at the mentioned address: Indraprastha Business Park, 6th Floor, Sarkhej Roza Road, Makarba, Ahmedabad – 380 051, Gujarat, India.

17.3. Recording and Management of Customer Queries:

All queries, irrespective of the channel they come from, are logged into the ZOHO CRM system. Queries received through Email or WhatsApp are automatically captured in CRM and tickets are generated.

For queries received through voice communication, Company's representatives are responsible for manually entering the details into the CRM to create corresponding tickets.

Queries are categorized based on query type and each category is assigned specific Turnaround Times (TAT) as per Companies policies and regulatory requirements.

The CRM system includes an automated escalation feature for any queries that are not resolved within their designated TAT, ensuring prompt attention and resolution.

17.4. Acknowledgement and Communication:

Upon receipt and logging of a query, an acknowledgement with a reference number is issued to the Customer via the CRM system.

Customers are informed about the expected resolution timelines at the time of acknowledgement. (Refer table on page no. 16 for TAT)

Upon resolution, Customers are notified about the closure and provided with details of the resolution.

17.5. Turnaround Time (TAT):

Customer queries are addressed based on their nature and within predefined timelines.

Queries/complaints received through the RBI Ombudsman mechanism shall be responded to within fifteen (15) days from the date of receipt of the complaint or within such timelines as prescribed by RBI from time to time.

17.6. Mode of Response:

Responses to queries are primarily provided via email, ensuring that resolutions are documented and verified.

17.7. Monitoring and Escalation:

Continuous monitoring of the query resolution process is conducted to ensure efficiency and compliance with set standards.

17.8. Documentation and Reporting:

All interactions and resolutions are documented for auditing purposes and future reference. Regular reports on query handling are compiled and reviewed by management to ensure ongoing compliance and to assess the effectiveness of the query handling process.

17.9. Escalation Mechanism:¹

In case the complaint is not resolved within the given time or if the Customer is not satisfied with the solution provided by LFL; the Customer can approach the Grievance Redressal and Nodal Officer as below:

Level	Touch Points / SPOC	Contact and Email ID's
Level 1	Customer Support Touchpoint	Email ID: care@lendingkart.com Toll free number: 1800 572 0202 WhatsApp: +91 7778867631
Level 2	Grievance Redressal Officer	Ketan Sali grievance.redressal@lendingkart.com +91 6358874622 10.30 am to 6.00 pm Monday to Friday except Public Holidays
Level 3	Principal Nodal Officer	Sayanendu Chatterjee nodalofficer@lendingkart.com +91 7069087586 10.30 am to 6.00 pm Monday to Friday except Public Holidays
Level 4	Level 4 Escalation	Magesh Iyer COO.escalation@lendingkart.com

The Principal Nodal Officer shall be responsible for representing the Company before the Ombudsman appointed by the Reserve Bank of India and for providing information or documents required in relation to complaints filed under the RBI Integrated Ombudsman Scheme.

The Grievance redressal officer and team will be available during office hours to receive the grievance of all customers.

After examining the grievance, the Grievance Redressal Officer will send the final response within thirty (30) days of receipt of the complaint/ grievance. During this time, Customers can write to us to check on the status of their grievance, and we will endeavor to respond to them as quickly as possible.

If the complaint/dispute is not redressed by the Grievance Redressal officer within the time frame, the Customer may write to the management at

Name	Magesh Iyer
Designation	Head of Operations
Email ID	COO.escalation@lendingkart.com

¹ In the event of any change in the name or designation of the personnel mentioned, the policy shall be duly amended and updated on the website without requiring any further approval.

17.10. External Ombudsman Process:

Customers may approach the RBI Ombudsman under the Reserve Bank – Integrated Ombudsman Scheme (RB-IOS), 2026, if the complaint was rejected wholly or partly by the Company, and the complainant is not satisfied with the reply; or the complainant had not received any reply within thirty (30) days after the Company received the complaint.

Complaint made through online mode:

Customers may lodge complaints with RBI through the Complaint Management System (CMS) portal available at <https://cms.rbi.org.in>

Complaint made through electronic mode:

The complainant can send an email to crpc@rbi.org.in with all the relevant details.

Complaint made through physical mode:

Complaints may also be submitted in physical form to the Centralized Receipt and Processing Centre (CRPC) of the Reserve Bank of India, Chandigarh, via post or courier, as notified by RBI.

Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India Central Vista 4th floor, Sector 17, Chandigarh – 160 017

The complainant can call the toll-free number to connect to Contact Center personnel to know the status of the complaint

Toll Free No. –14448 from Monday to Saturday except for National Holidays, between 8:00AM to 10:00PM for English, Hindi and ten regional languages)

The complaints are processed through Centralised Receipt and Processing Centre (CRPC)

17.11. Escalation to CPGRAMS

In case the customer is not satisfied with the resolution provided by the Company, Customer may also choose to escalate the grievance through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), by visiting the official website at <https://pgportal.gov.in/>.

17.12. Eligibility for raising the complaint before external ombudsman:

- (a) The Customer needs to file the complaint first with the LFL for its resolution.
- (b) The customer then can file the complaint with the external ombudsman (RBI / CPGRAMS):
 - o If the resolution is not provided within thirty (30) days, or
 - o If the Customer is not satisfied with the resolution given
- (c) The Customer should file this complaint to the external ombudsman (RBI) within ninety (90) days from the expiry of the timeline for LFL response or the date of last communication from Lendingkart finance whichever is earlier.
- (d) The complaint shall be addressed to the RBI Ombudsman directly. However, it does not include communication in which the Reserve Bank is merely endorsed/ marked in copy (whether by e-mail or in physical form);
- (e) The complaint is lodged by the Complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person;
- (f) The complaint shall be in the form prescribed in Annex to Reserve Bank – Integrated Ombudsman Scheme, 2026.
- (g) The complaint is not abusive or frivolous or vexatious in nature
- (h) The complaint does not relate to the same grievance, which is already pending before the Office of the RBI Ombudsman, whether or not received from the same complainant or along with one or more complainants;
- (i) The complaint is not related to the same grievance, which is already settled or dealt with on merits, by the Office of the RBI Ombudsman, whether or not received from the same complainant or along with one or more complainants; and
- (j) The complaint is not related to the same grievance, which is already pending before any Court, Tribunal or Arbitrator or any other judicial or quasi-judicial forum, whether or not received from

- the same complainant or along with one or more of the complainants; or
- (k) The complaint is not related to the same grievance, which is already settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other judicial or quasi-judicial forum, whether or not received from the same complainant or along with one or more of the complainants; and
 - (l) The complaint to LFL was made before the expiry of the period of limitation prescribed under the Limitation Act, 1963, for such claims.

For the purposes of (i) and (j) above, a complaint relating to the same grievance does not include criminal proceedings pending or decided before a Court or Tribunal or any police investigation initiated in a criminal offence.

The complaints involving the following matters are excluded from the purview of the Scheme:

- (a) matters related to commercial judgment or decision of LFL;
- (b) a dispute between a vendor and LFL;
- (c) grievances against Management or Executives of LFL;
- (d) a grievance arising from an action of LFL in compliance with the orders of a judicial/quasi-judicial or statutory or law enforcing authority;
- (e) a service not within the regulatory purview of the Reserve Bank;
- (f) a dispute between Lendingkart finance and another Regulated Entity;
- (g) a dispute involving the employee-employer relationship of Lendingkart finance;
- (h) a grievance for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005; and
- (i) a grievance pertaining to customers wherein LFL not included under the Scheme.

17.13. Non Maintainable Complaints:

The Ombudsman may reject a complaint at any stage if it is frivolous, vexatious, malicious, without sufficient cause, or if the matter is already pending before or decided by a court, tribunal, or arbitrator, in accordance with the provisions of the RBI Integrated Ombudsman Scheme.

17.14. Compensation power of ombudsman:

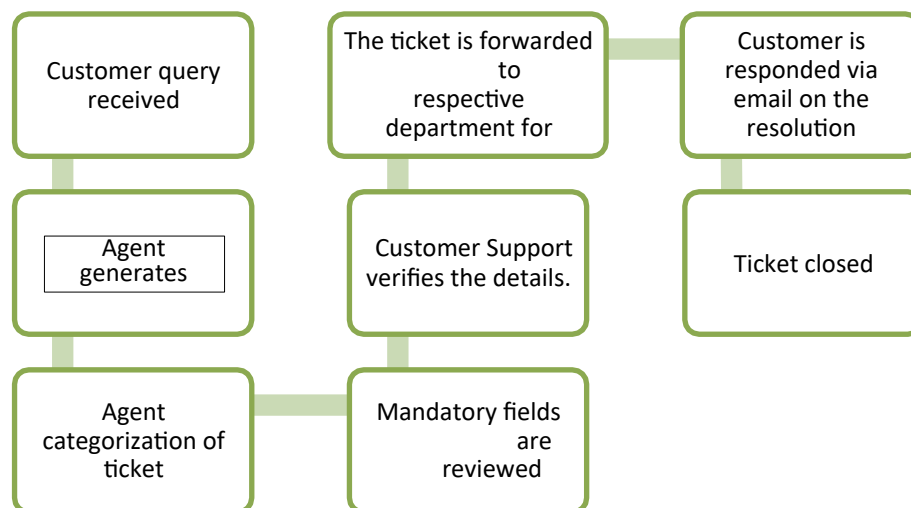
Under the Reserve Bank – Integrated Ombudsman Scheme, 2026, the RBI Ombudsman has the authority to award compensation to the complainant in cases where deficiency in service² on the part of the Company is established.

The compensation that may be awarded by the RBI Ombudsman includes:

- (a) Compensation up to ₹30,00,000 (Rupees Thirty Lakh) for the actual financial loss suffered by the complainant as a direct consequence of the act or omission of the Company.
- (b) Compensation up to ₹3,00,000 (Rupees Three Lakh) for time spent, expenses incurred, harassment, or mental anguish suffered by the complainant, if any.
- (c) The award passed by the RBI Ombudsman may include directions to the Company for specific performance of its obligations, in addition to the payment of compensation, where deemed appropriate.

17.15. Query handling flowchart:

² “Deficiency in service” means a shortcoming or an inadequacy in any service, which Lendingkart finance is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer



17.16. Mandatory display requirements

LFL has the following in all its offices and on the website:

- Appropriate arrangement for receiving complaints and suggestions.
- Display of the name, address and contact number of the Grievance Redressal Officer.
- Display of name and contact details (telephone/mobile number and E-mail ID) of Principal Nodal Officer/ Nodal Officers.
- Details of the manner of lodging of complaint with the Ombudsman.
- Salient features of the Reserve Bank – Integrated Ombudsman Scheme, 2026 shall be displayed on the website and at branches in English or Hindi or the appropriate vernacular language.
- The process of the grievance redressal unit will ensure closure of all complaints to the Customers' satisfaction.

The agent will ensure that the complaint is escalated to the appropriate levels in case it is not possible to resolve at his/her level. Whilst the ultimate endeavor is to ensure we reach a situation where our customers don't have to complain to senior management to get an effective redressal, we have put in a robust mechanism to handle these complaints, review them from a point of view of understanding reasons for the complaint and for the escalation and working on prevention of recurrence thereof.

17.17. Time frame

To register complaints, the Customers may use any of the channels as mentioned on Internal Machinery to handle the customer complaints. If the complaint has been received in writing, LFL will endeavor to send an acknowledgement. Once the matter is examined, LFL endeavors to either send a final response to the Customer or an intimation.

Complaints that are received at Company's end will be seen in the right perspective and will be analyzed from all possible angles. The communication of LFL's stand on any issue will be provided to the Customers.

Certain types of cases might need additional time due to the nature of the activities involved, for e.g. retrieval of documents. LFL will inform the Customers of such a delay and provide expected timelines for resolution of the complaint.

Below are the timeframe on query resolutions:

1	Customer approaches for query.	T
2	Auto acknowledgment email with ticket number will be sent	24 hours

	to the Customer	
3	Based on the customer requirement the query is tagged as Enquiry/ Request / Complaint (ERC).	T+2 days
4	If Service Request (SR) type is Enquiry, same will get close after resolving the Customer query.	T+2 days
5	If SR type is Request/ Complaint, same will get assigned to the respective functions for further processing.	T+2 days
6	Request SR will be attended by the respective teams and SR is closed	TAT as per table below
7	Closure communication sent to the Customer's registered email id	Real time on SR closure

Below are the TAT details of the queries:

1	Statement of Accounts	T+5 Days
2	Application Status	T+7 Days
3	Payment Confirmation	T+7 Days
4	Disbursement queries	T+7 Days
5	EMI Related queries	T+10 Days
6	Loan Pre-closure	T+10 Days
7	NOC Letter	T+10 Days
8	CIBIL Related queries	T+21 Days
9	Other queries	T+15 Days
10	Insurance / TPP related queries	T + 30 Days
11	Insurance /TPP related complaints	T+14 Days

17.18. **Compensation Framework for CIC.** (Implementation date: 26th April 2024)

Credit Information Companies / CIBIL Related Grievance Process:

The revised procedure for handling Credit Information Companies (CICs) related inquiries as per the Reserve Bank of India (RBI) guidelines circular is given below:

Abbreviations:

CIC: Credit Information Companies: CIBIL, Equifax, CRIF & Experian.

CI: Credit Institution : Lendingkart.

Channels of Communication:

Customers or CICs can contact the Lendingkart customer support team via:

Email: care@lendingkart.com

Toll-Free Number: 1800 572 0202

WhatsApp: +91 7778867631 (WhatsApp Link)

Write to us at the mentioned address: Lendingkart Finance Limited, Indraprastha Business Park, 6th Floor, Sarkhej Roza Road, Makarba, Ahmedabad – 380 051, Gujarat, India.

17.19. Handling Inquiries:

The Customer support executive will log a request or complaint upon receipt of inquiries from customers or CICs.

If a complaint is received via a non-registered channel, the complainant will be asked to provide registered contact details and banking information (email ID, bank or UPI details) for any necessary compensation (if applicable).

17.20. Processing Complaints:

Complaints are routed to the appropriate department for necessary action and resolution.

Once resolved, the customer or CIC is informed via email, with the customer support team kept in the loop.

The complaint is then closed in LFL's CRM system.

17.21. Resolution and Follow-up:

All CIC-related inquiries will be resolved within a twenty-one (21) day timeframe from the date of receipt.

The maximum Turnaround Time (TAT) for resolving CIC-related queries is thirty (30) days: Twenty-one (21) days for Credit Institutes (Lendingkart) and an additional nine (09) days for CIC to update the details.

17.22. Compensation and Delays:

Any delays in resolution may incur a compensation fee of INR 100 per day, payable by the responsible team (CI/CIC), as acknowledgment of the inconvenience caused.

Post-resolution, if there are any delays, the CIC/CI will inform the complainant of the total days delayed and the corresponding compensation.

17.23. Documentation and Communication:

Upon resolution, updates in the CIC reports should be communicated to the complainant by CIC/CI. All official communications related to CIC matters will be directed to the CIC Nodal Office at Lendingkart.

17.24. Prohibited Complaints:

The Code excludes complaints about internal administration, Human Resources issues, staff pay, commercial decisions, disputes over credit scores/models, and cases already addressed by other forums such as courts or tribunals.

This revised procedure ensures compliance with RBI's regulatory guidelines for Fintech operations concerning CIC-related queries.

Below are the details of CIC Nodal officer.

Credit Institution Name	CIC Nodal Officer Name	CIC Nodal Officer Email ID	CIC Nodal Officer Mobile Number
Lendingkart Finance Limited	Ketan Sali	sali.ketan@lendingkart.com	+91 70690 87586

17.25. Grievance Redressal Day:

As per RBI's circular dated 13th March 2025 on "Monitoring of Quality of Resolutions of grievances by Registered Entities" and to strengthen and reinforce the commitment to customer service and effective grievance resolution, Lendingkart Finance Limited (LFL) has introduced a dedicated "Grievance Redress

Day” observed once every month. On this designated day, Customers are welcome to walk into any LFL branch or office without the need for a prior appointment and directly interact with a designated senior officer to voice their concerns or grievances. This initiative ensures greater transparency, accessibility, and responsiveness in addressing customer issues. Email communication regarding the Grievance Redress Day will be sent to customers on their registered email addresses one week prior to the scheduled date.

18. Review of the Code

The Board shall conduct an annual review of the compliance of the Fair Practice Code and the functioning of the grievance redressal mechanism at various levels of management. The Grievance redressal Officer shall responsible for the review of this Code every six (06) months, and a consolidated report of such review may be submitted to the Board.