

Fair Practices Code – RHC HOLDING PRIVATE LIMITED

The Board of Directors of **RHC HOLDING PRIVATE LIMITED** ('RHC' or "the Company") has approved the Fair Practices Code as required by Reserve Bank of India.

1. Non Discrimination Policy:

The Company shall grant loans only to Subsidiary, Associates and Group Companies (Group Companies as defined the Notification No. DNBS. (PD) 219/CGM(US)-2011 dated 05-01-2011), firms, trusts (which are owned and controlled by group companies or management of the company) and group employees / employees of the company.

The Company provide Loans and Advances and Investments to Group Companies/ Employees and they have good understanding of English language hence Fair Practice Code is prepared in English language.

2. Applications for loans and their processing :

The Company shall grant loans only to Subsidiary, Associates and Group Companies (Group Companies as defined the Notification No. DNBS. (PD) 219/CGM(US)-2011 dated 05-01-2011) firms, trusts (which are owned and controlled by group companies or management of the company) and group employees / employees of the company. The loan request will include information and its terms i.e. rate of interest, period of loan, security documents and the documents that are required to be submitted for the loan. The Loan request can be submitted by e-mails and any other written request. Receipt of loan request will be duly acknowledged by us and will also indicate the approximate time frame (minimum 1 days maximum 90 days) within which the borrower can expect to hear from the Company regarding the status of its loan request. The existing borrower companies can request for loan by e-mails.

Normal mode of communication with group Companies/ employees is in English language, hence all communication with borrowers will be in English.

3. Loan appraisal and terms and conditions:

- a) All loan requests will be assessed in accordance with the Company's internal credit appraisal process.
- b) Upon approval of the loan a sanction letter indicating all the terms and conditions / Memorandum of Understanding or loan agreement indicating the amount of loan sanctioned, the applicable interest rate including method of calculation, along with other terms and conditions will be conveyed in writing in English language.
- c) The borrowers will keep the acceptance of terms and condition of loan in its record.
- d) After the execution of the loan agreement, all the borrowers will be furnished a copy of the loan agreement/ term sheet along with a copy each of all enclosures quoted in the loan agreement.
- e) There will not be any penal interest for late repayment of loans to Group Companies unless specifically approved by the Board of the Company.

4. Disbursement of loans including changes in terms and conditions :

- a) Any changes in the terms and conditions, adverse to the borrower, including interest rates, service charges, prepayment charges etc. shall be informed to the borrower either by e-mail or in writing in English language.

b) Changes in interest rates and other charges, adverse to the borrower, shall be with prospective effect only.

c) Decision to recall any loan shall be done in accordance with the terms and conditions of the loan agreement.

d) The Addendum shall be executed by the Company and the borrower company before any change in rate of interest and extension of time, and limit of loan.

e) All collateral securities shall be released as per the request of the borrower, after the full repayment of the loan and all other charges in connection with the loan in terms of the loan agreement is complete and subject to exercise of any right of set off, for which a notice shall be given to the borrower with full details.

6. Customer Protection:

We will treat all our borrower 's information as private and confidential and will not reveal details of customers dealings with us to a third party, except as provided herein and in the following exceptional cases:

a) If we have to give the information by law.

b) If there is a duty towards the public to reveal the information.

7.General Provisions:

a) The Company shall refrain from interference with the business of the borrowers except under the terms and conditions of the loan agreement (unless new information, not disclosed earlier, by the borrower has come to the notice of the Company).

b) Where the borrower insists on transferring the loan, the consent or otherwise the objection if any, would be conveyed within 21 days from the date of receipt of such request of the borrower.

c) For recovery of loan, the Company shall follow procedures as laid down in the internal guidelines and provisions and would remain within the legal framework.

d) We will ensure that the staff is adequately trained to deal with the customers in appropriate manner.

8. Grievance Redressal :

a) In case of any complaint/grievance, the borrowers may contact through any of the following channels :

Name of the Official	Contact Number	Email - ID
Mr. Sanjeev Singhal 54, Janpath, New Delhi	011-40188100	rhcholding@gmail.com

b) All grievances shall be heard and disposed off by a person at least one level higher to the person / designation against / relating to whom the grievance is made. After examining the matter, it will be our endeavor to provide the borrower/applicant with our final or other response, within a period of six (6) weeks from receipt of such complaint / grievance.

c) If the Customer does not receive any response from the company within 4 weeks or is dissatisfied with the response received, he/she may approach the Reserve Bank of India at the

following address : General Manager Department of Non-Banking Supervision Reserve Bank of India 6,Parliament Street New Delhi - 110001 Ph. 011-23714456 email dnbsnewdelhi@rbi.org.in

d) The designated officer shall periodically review the implementation and compliance with this code including the redressal of grievances periodically and in case at least once every quarter. A report to this effect shall be provided by the designated officer for perusal of the Board.

e) The public notice should serve the purpose of highlighting to the customers, the grievance redressal mechanism followed by the Company, together with details of the Grievance Redressal Officer and of the Regional Office of the RBI

9. Posting on Website

Fair Practices Code in English language should be put up on the web-site of the Company for the information of various stakeholders.

10. Interest Charges

- a) To ensure that the customers are not charged excessive rate of interest rate and charges on loans and advances by the company, the board of the company has adopted a policy for determining Interest Rates, Processing charges etc. and the same has been put up on company's website.
- b) The Company had laid down appropriate internal principles and procedures in determining interest rates and charges.
- c) The Company has adopted an Interest rate model taking into account relevant factors such as cost of funds, margin , risk premium, etc. and determine the rate if interest to be charged for loans and advances.
- d) The rate of interest should be annualized rates so that the borrower is aware of the exact rates that would be charged to the account.