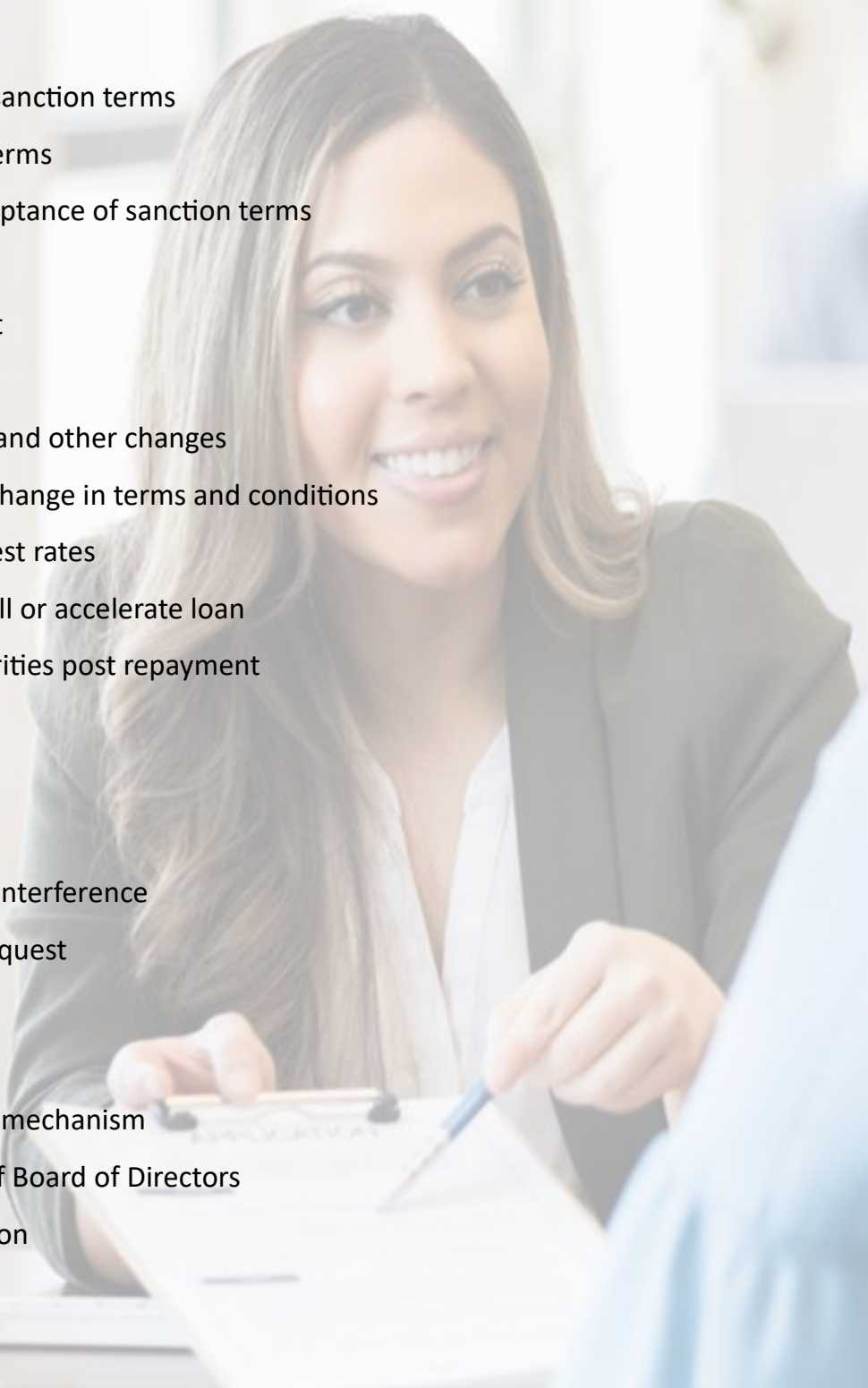


Fair Practices Code for NBFCs

1. Learning objectives
 2. Loan application and processing
 - 2.1. Communication language
 - 2.2. Loan application form
 - 2.3. Loan application acknowledgement
 - 2.4. Quick check
 3. Loan appraisal and sanction terms
 - 3.1. Loan sanction terms
 - 3.2. Borrower's acceptance of sanction terms
 - 3.3. Penal interest
 - 3.4. Loan agreement
 - 3.5. Quick check
 4. Loan disbursement and other changes
 - 4.1. Notification of change in terms and conditions
 - 4.2. Change in interest rates
 - 4.3. Decision to recall or accelerate loan
 - 4.4. Release of securities post repayment
 - 4.5. Right of set-off
 - 4.6. Quick check
 5. General
 - 5.1. Limits on NBFC interference
 - 5.2. Loan transfer request
 - 5.3. Loan recovery
 - 5.4. Quick check
 6. Grievance redressal mechanism
 - 6.1. Responsibility of Board of Directors
 - 6.2. Dispute escalation
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- 6.3. Grievance Redressal Officer
- 6.4. Unresolved complaints
- 6.5. Quick check
- 7. Regulation of excessive interest rate charged by NBFC
 - 7.1. Interest rate policy
 - 7.2. Interest rate explanation
 - 7.3. Interest rate display
 - 7.4. Annualized rate of interest
 - 7.5. RBI on excessive interest rates
 - 7.6. Board's responsibility
 - 7.7. Quick check
- 8. Summary
- 9. Final Assessment of 5 questions

