

## FAIR PRACTICES CODE

### Background

The Reserve Bank of India ("RBI") has specified the broad guidelines on Fair Practices Code vide its Circular No. RBI/2006-07/138 DNBS (PD) CC No. 80/03.10.042/2005-06. The Guidelines have been recently amended vide Circular RBI/2015-16/16/DNBS. (PD) CC. No. 054/03.10.119/2015-16 dated 1<sup>st</sup> July, 2015.

The Company has adopted the Fair Practices Code based on the guidelines mentioned in the above circular. This Fair Practice Code sets out the minimum practices to be followed by the company while dealing with the clients and to ensure better service and provide necessary information to customers to take informed decisions.

Radiant Financial Services Limited is registered with RBI as a Non Deposit Accepting Non Banking Financial Company (NBFC -ND).

### Application of the Code

The Company is engaged in the business of providing loans to Individual and Non Individual corporate clients.

This Code shall be applicable to all the services offered by the Company.

### Objectives

This Code has been developed to:

- Promote good and fair practices by setting standards in dealing with the customers.
- To provide the necessary information to the customers and to increase the transparency, to enable customers to take informative decisions and to appraise them of the services rendered by the Company.
- To promote a fair and cordial relationship with the customers.
- To encourage market forces through competition and to achieve higher operating standards.

### Applications for loans and their processing

- Know Your Client (KYC) Application Forms shall be made available to all prospective clients to obtain their complete details including details of directors, shareholders, etc. in case of Corporate Clients.
- All communications to the borrower shall be in the vernacular language or a language as understood by the borrower.



