FAIR PRACTICE CODE

REGISTERED NBFC

EMBABY GENERAL FINANCE INDIA PVT. LTD

CIN:U65923KL2008PTC023395

E.M.BABY General Finance India Pvt Ltd,a non-Banking Finance Company registered with Reserve Bank of India (RBI) is in the business of providing different types of loans/against gold to its customers.
E.M.BABY General Finance India Pvt Ltd {°the Company"), through its Board of Directors (the Board"). has framed and adopted a voluntary code, which sets the principles for fair practice standards when dealing with its customers in business transactions .This follows the Reserve Bank of India's circulars and other applicable guidelines, notifications, circulars (if any) on rate of interest issued by RBI and/ or any other regulatory authority from time to time for Non banking financial companies (NBFCs)
The company's business shall be conducted in accordance with prevailing statutes and due focus on efficiency, customer-orientation and corporate governance principle sand follows KYC norms of the regulatory authority.

In addltion, the company will adhere to a fair Practices code, as follows:

Objective & commitment

The company shall act and continually improve upon:
Following standards for fair and transparent business practices while dealing with its customers.

- Acting fairly and reasonably in all dealing with its customers
- Making sure that the company's offerings and services meet relevant laws and regulations
- Publishing this code on the company's website and ensure that the published contents are not misleading
- Informing customers of the information required from them to establish customer's true identity and ask for documents to comply with prevailing statutory and regulatory "know-your-customer" and anti-money laundering guidelines and other legal & regulatory requirements as may be required by the RBI and other government agencies.
- Providing clear information to its customers about its various products and services, the terms and conditions on which these reoffered by the company, including the interest rates, charges, repayment terms, etc.
- Keeping customers informed of its right to be informed about.
- Their account with the company and the facilities extended to them by the company;
- Changes in its interest rates and charges through individual communication or public announcement as appropriate;

Applicability

This code shall apply to the Company's employees and its duly authorized representatives.

Application for loan and their processing

- The company will provide to customers the necessary information such as the applicable interest rate, processing fees or charges if any , prepayment option and charges if any, so that customer can make a meaningful comparison with the terms and conditions offered by other NBFCs and later taken an informed decision.
- The above information shall be stated in the loan application forms of the company.
- The Company shall devise a system of acknowledging the receipt of loan applications and will the time needed to give a decision.

Loan appraisal and term/conditions

The company shall convey to the customer by means of approval letter or otherwise. The annualized rate of interest and method for the calculation of the same shall be provided in such approvals- along with terms and conditions. All the terms and conditions will be fair and will set out customer's rights and responsibilities clearly and in plain language .Company will only use legal or technical language where necessary. All loans outstanding beyond the loan validity will be disposed off within three months from the expiry of the loan period, after informing the customer by post and registered post.

The current interest rate on different gold loan schemes of the company is given below

	CLOSURE PERIOD / INTEREST RATE				
SCHEME	**01-32DAYS**	**33-94DAYS**	**95-184DAYS**	**185-274DAYS**	**275-365DAYS**
GL-PRF	12%	15%	18%	21%	24%
GL-ADT	15%	18%	21%	24%	24%
GL-BFT	18%	20%	22%	24%	24%
EGF-GOLD EM	15%	15%	15%	15%	15%
EGF-KTYM-RP	16%	16%	19%	22%	24%
EGFL-PERSONAL LOAN	16%	16%	16%	16%	16%
OD AGAINST GL	16%	16%	16%	16%	16%
UNBL 1YEAR	18%	18%	18%	18%	18%
UNBL1.5 YEARS	18%	18%	18%	18%	18%
UNBL 3 YEARS	15%	15%	15%	15%	15%

By letter: Sri. George P.J, General Manager, E.M.BABY General Finance India Pvt. Ltd.,10/439 A, Madathil Arcade, Erattayar Road, Kattappana- 686508, Kerala, India. Tel:04868272241,273999(Fax)Mob.9048100070 www.embaby.in, email: info@embaby.in
In case grievance is not redressed within 30 days, customers can approach:
The General Manager,Reserve Bank of India, Dept. of Non Banking Supervision, Bakery Junction, Thiruvananthapuram 695033 Tel: 047J 23388J8, Email:dnbsthirogrbi.org.in

Wide dissemination and periodic review

The company shall put the above Fair practices code on its web site, for the information of various stake holders. The company shall also review and refine this code ,as may be required periodically- based on its own experience and fresh guidelines, if any, to be issued by the RBI in this regard.
Disclaimer clause:-RBI is not responsible for the transaction made by the company.