



Fair Practice Code

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Fair Practice Code for RBL Bank

1.1 Objective of Fair Practice Code for RBL Bank

The Fair Practice Code for RBL Bank is a voluntary code and sets out a framework of guidelines and principles that the bank adheres to in its dealings with customers. The main objective of such a code is to ensure that the bank's practices are transparent, ethical, and fair. The code provides customers with information about the bank's products and services, fees and charges, and other relevant details in a clear and understandable manner. It also lays down the procedures for redressal of grievances and ensures that customer complaints are handled promptly and fairly. The Fair Practice Code helps to build customer trust and confidence in the bank and establishes a strong foundation for a long-lasting relationship between the bank and its customers.

- 1.1.1 Ensuring Transparency:** This fair practice code lays down a framework towards ensuring transparency in all transactions between RBL Bank and its customers. This includes providing clear and complete information on interest rates, fees and charges, terms and conditions, and any other relevant information that customers need to make informed decisions.
- 1.1.2 Providing fair treatment to customers:** This fair practice code outlines that customers must be treated fairly and without discrimination. This includes providing equal access to services, treating all customers with respect and dignity, and avoiding any practices that might be considered unfair or deceptive.
- 1.1.3 Enabling easy and efficient grievance redressal:** This fair practice code establishes a mechanism for customers to file complaints or grievances and provide a timely and efficient resolution of these complaints. The code also ensures that the customers are informed of their rights to seek redressal and the process for doing so.
- 1.1.4 Mandating protection of customer data:** This fair practice code mandates that all customer data is protected and kept confidential. This includes complying with all applicable data privacy laws and regulations and implementing appropriate measures to prevent unauthorized access or misuse of customer data.
- 1.1.5 Ensuring compliance with regulations:** This fair practice code ensures that the bank complies with all relevant laws, regulations, and guidelines related to banking operations and customer protection.

If the customer has any enquiries about this Code or have any feedback about our services, they may contact the Nodal Officer – RBL Bank Ltd on the following address:

RBL Bank Ltd,
Unit No. 306-311,
3rd Floor, JMD Megapolis, Sector – 48, Sohna Road,
Gurugram – 122018, Haryana
Phone no. - 022 6232 7777

2.1 Key Customer Commitments of RBL Bank

2.1.1 Principles of Fairness and Transparency: RBL Bank is committed to conducting its business with integrity, honesty, and fairness and acts fairly and reasonably in all its dealings. Following are the key principles which the bank abides by: -

- 2.1.1.1 No discrimination based on caste, sex, race, orientation, or economic status:** RBL Bank is committed towards treating all its customers fairly and equitably, regardless of their race, religion, gender, orientation or economic status. The Bank believes in providing equal opportunities to all its customers and ensuring that their interests are safeguarded.
- 2.1.1.2 Compliance with laws and regulations:** RBL Bank ensures that all the Bank's products and services comply with relevant laws and regulations.
- 2.1.1.3 No unfair or deceptive practices:** RBL Bank ensures that the Bank does not engage in any unfair or deceptive practices, such as misrepresenting our products or services, or hiding or obscuring fees and charges.
- 2.1.1.4 Principles of integrity and transparency:** RBL Bank ensures that the Bank and its employees, agents, and partners follow the ethical principles of integrity and transparency.
- 2.1.1.5 Meeting the commitments and standard enumerated in this code:** RBL Bank ensures that all the products and services offered by the bank along with the procedures, and practices followed by Bank's employees and its representatives meet the commitments and standards enumerated in this Code.

2.2.1 Principles of customer education: RBL Bank shall help its customers understand how financial products and services work by: -

- 2.2.1.1 Providing information in easy-to-understand fashion:** RBL Bank ensures that customers are provided all the required information about its products and services, including any fees and charges, interest rates, and other relevant terms and conditions in clear and concise manner, also the same will be made available in a manner which is simple and easy to understand.
- 2.2.1.2 Customer education:** The Bank is committed towards explaining the features, benefits, financial implications, and risks associated with the products & services offered by the Bank to its customers.
- 2.2.1.3 Helping customers choose better:** The Bank is committed towards its customers to select products and services that meet / appropriately suit their requirements, when assisted by a Bank employee/ associate. In case the prospect customer applies digitally, the prospect shall self-select based on the product features and benefits.

2.2.1.4 Fair and reasonable promotional material: RBL Bank ensures that all advertising and promotional material is clear, fair, reasonable, and not misleading.

2.2.1.5 Providing accurate and timely disclosure: The Bank ensures that disclosures of terms and conditions, applicable charges, are provided accurately and timely.

2.3.1 Principles of courtesy, efficiency and dispute resolution: The Bank shall ensure that it provides its customers with courteous and efficient service and also that its staff / representatives are well-trained and knowledgeable about its products and services. The Bank shall make every attempt to ensure that its customers experience a pleasant interaction in their dealing with the Bank; however, if something unexpected happens, the Bank shall deal with the same quickly and sympathetically by:

2.3.1.1 Customer feedback: RBL Bank shall provide multiple avenues for its customers to provide feedback. This may include but not be limited to the Bank's branches, call center, or online feedback form available on the Bank's website etc.

2.3.1.2 Customer request, queries: The Bank shall ensure that customers voice is heard and responded efficiently as per the bank's processes.

2.3.1.3 Customer complaints: RBL Bank shall ensure that it guides and assists its customers in lodging a complaint and provide resolution as per grievance redressal mechanism of the Bank.

2.3.1.4 Acknowledge and Communication timelines: The Bank acknowledges and communicates the resolution timeline for all customer queries, requests and complaints, with an endeavor to resolve within the defined time frame.

2.3.1.5 Reversing bank charges: The Bank shall ensure that it reverses any bank charges that are erroneously levied on its customers by the Bank.

2.3.1.6 Acceptance of mistake and corrective action: RBL Bank shall ensure that it accepts the Bank's mistakes, if any, and implements suitable and prompt corrective measures to address them.

2.3.1.7 Helping customers with multiple grievance redressal forums: RBL Bank shall ensure that it educates its customers on how they can take their grievance forward, if they are not satisfied with the resolution provided. The detailed escalation matrix is displayed at the Bank's branches and on its website.

2.4.1 Principles of Product Suitability: The Bank shall develop products and services which are appropriate to the needs of its customers/ prospective customers and are offered to them, where applicable, based on an assessment of their financial needs, investment goals, risk tolerance, preferences, and other relevant factors. The Bank shall ensure that appropriate products are made available to its customers by:

- 2.4.1.1 Setting clear expectations:** RBL Bank shall inform its customers about their responsibility to provide all relevant and reasonable information, promptly, comprehensively, and transparently, as requested for by the Bank, to enable it to determine the suitability and appropriateness of the product which it may offer. Certain types of information which may be helpful to determine the suitability of a particular product may generally include the customer's financial situation (regular income, assets, etc.) and his financial goals, investment objectives (risk profile, including risk taking preferences, etc.) and/or level of knowledge/experience in the investment field (types of services, nature, volume, frequency of transactions, etc.)
- 2.4.1.2 Identification of sales representatives:** The Bank's sales representatives shall identify themselves when they approach the prospective customer to sell any products. In the event of receipt of any complaint from the customer that the Bank sales representative has engaged in improper conduct, the Bank shall identify the sales representative and take appropriate steps to redress the complaint.
- 2.4.1.3 Ensuring product suitability:** RBL Bank shall ensure that, for a sale which is assisted by a Bank employee/ associate, the product or service offered to the customer is suitable to his needs and financial standing / wherewithal. Where the prospect customer applies digitally, the prospect shall self-select based on the product features and benefits.
- 2.4.1.4 Compliance with rules and regulations:** RBL Bank shall ensure that the products being sold, or services being offered, including third party products (including products of its group / associate / entities or companies with whom the Bank may have a tie-up / distribution / referral arrangements) are in accordance with extant rules and regulations and constitute a part of the Bank's authorized product portfolio.
- 2.4.1.5 No compulsions to customers for any product or service:** RBL Bank shall not compel its customers to subscribe / purchase any product or service which they may not need, or wish to subscribe to at their own volition. This includes situations even where a bundled product may be a lot more economical or beneficial to a customer.
- 2.4.1.6 No compulsions to customers for any third-party products:** RBL Bank shall not compel its customers to subscribe for any third-party products as a quid-pro-quo for any service availed from the Bank. The Bank will provide an option for consent / dissent in its application for availing insurance products.
- 2.4.1.7 Evaluation of products' basis appropriateness:** The Bank shall ask its customers to understand and evaluate the product features, charges and their appropriateness to their perceived needs and requirements.

- 2.5.1 Principles of data confidentiality and customer privacy:** RBL Bank shall respect the privacy and confidentiality of its customers' personal and financial information. The Bank shall take all necessary measures to safeguard such information, shall also ensure that such information is not

disclosed to any unauthorized third parties. The Bank shall respect its customer's privacy and duly respect and appreciate that some, including prospects, may not want to receive unsolicited calls for various offers and promotional schemes or new products / services launched by the Bank, by:

- 2.5.1.1 Do not call registry:** RBL Bank shall enable its customers / prospects with appropriate modes viz. physical application forms and digital channels, as practically possible, to provide consent / dissent to update their "Do not call Registry (DNCR)" preference with the Bank, at any time, and by acting on their request within a reasonable time frame.
- 2.5.1.2 Telemarketing:** If the Bank's telemarketing staff contacts a prospective customer over the phone for selling any of the Bank's products or to cross-sell an offer, the caller shall identify himself / herself and confirm that he / she is calling on behalf of RBL Bank. The Bank shall also ensure that the telemarketers comply with directions / regulations on the subject issued by the Telecom Regulatory Authority of India (TRAI).
- 2.5.1.3 Sharing of customer data:** RBL Bank shall ensure that unless explicitly approved by its customers, the Bank shall not share the customer personal and / or transaction information with any third-party agencies (including its group/associate/entities or companies) with whom the Bank may have tie up/ distribution/ referral arrangements, for marketing purposes, or its staff / agents for making offers or promotional calls for marketing their products. The Bank may, however, share any information with such parties, as above, only on a "need to know basis" and for discharge of its regulatory/ mandatory obligations (example Credit Information bureaus for reporting, DSA / collection agencies for debt collection, if it has to give the information by law, If there is a duty towards the public to reveal the information, If it's or customer's interests as understood by the Bank requires it to give the information [for example, to prevent fraud) etc.
- 2.5.1.4 Handling customer information with confidentiality:** RBL Bank shall ensure that where the Bank, at its sole discretion, may outsource certain activities (to third parties considered appropriate for such purposes), including but not limited to data processing / service / collections / cross selling etc.), OR where explicitly agreed by the customer for sharing information with third parties for marketing purposes; such third parties shall handle the customers personal information with the same degree of confidentiality and security as the Bank would. The Bank shall be fully responsible for any inappropriate behavior by the outsourced agency (or the employees of the outsourced agency / DSA / Collection agent / Banking Correspondent etc.) and timely Grievance Redressal.
- 2.5.1.5 Note:** Despite the DNCR preference recorded by the customer, RBL Bank shall continue to connect & communicate with its customers for the following matters (indicative):
 - Customer service - related matters, collections and recovery, transaction monitoring etc.
 - Update / changes in product features basis regulatory guidelines.

- Any educational / informative messages about the Bank, like new branch opening, financial results, appointment of key personnel, awards etc.
- Advisories on fraud controls etc. which are in the general interest of customers.
- Any similar matter, not in the nature of promotions or offers.

2.6.1 Principles of providing information: RBL Bank follows principles of providing transparent and accurate information to its customers, in a language that they understand. The bank ensures that all the terms and conditions related to its products and services are explained to the customers in a simple and clear manner, along with all the fees and charges associated with them. The bank also provides information related to the interest rates, loan processing time, and repayment options to the customers, so that they can make informed decisions. RBL Bank also ensures that the information provided by the customers is kept confidential and is not shared with any third-party, without the explicit consent of the customer. As per our principles of providing information, the Bank shall strive to do the following:

- 2.6.1.1 Product or service information:** RBL Bank shall provide clear information explaining the key features of the product or services the customer may be / are interested in.
- 2.6.1.2 Information on account facility which suits the need of customers:** The Bank shall provide necessary and adequate information on any type of account facility which the Bank offers and may suit the needs of a prospective customer.
- 2.6.1.3 Know your customer:** The Bank shall conduct necessary due diligence pursuant to 'Know Your Customer' (KYC) guidelines laid down by the Reserve Bank of India (RBI) in accordance with procedures followed by Bank towards various permitted modes of KYC.
- 2.6.1.4 Documentation required:** The Bank shall advise what information or documentation it shall need regarding customer's identity, address, source of income, employment etc., and any other document that may be stipulated by statutory authorities (e.g., PAN details), with the objective to comply with legal, regulatory, and internal guidelines.
- 2.6.1.5 Additional information provided at the discretion of the customer:** The Bank shall verify / authenticate the details provided by the customer in the application, as deemed necessary by the Bank. Further, the Bank may request for additional information about customer and its family to build adequate knowledge on their preferences; but such information may be furnished by the customer at their sole discretion, and the customer shall not be compelled to provide this information as a condition precedent for subscribing to the products and services of the bank.
- 2.6.1.6 Incremental information around products and services:** The Bank shall inform the customers, if it offers products and services through more than one mode / channel (for example, through ATMs / cash recyclers, Net Banking, Mobile Banking, Contact Center, Branch counters and so on) and suitably guide customer as to how they may seek incremental information about our Products and Services.

- 2.6.1.7 Publicize contact details of the Bank:** The bank shall publicize its contact details, such as telephone numbers, postal address, website /e-mail address to enable our customers to contact us whenever they need to.
- 2.6.1.8 Communicating new features and offers:** The Bank shall inform its customers about new features and offers on existing products or services via email or social media or branches
- 2.6.1.9 Closing the account:** In an eventuality when a customer chooses to close his account with RBL Bank, the Bank shall process the request upon receiving the instruction which will be subject to submission of adequate documentation and completion of formalities as per banks process. The Bank will close the account within the prescribed turnaround time post receiving such instructions.

3.1 Schedule of Charges

RBL Bank follows this principle and provides a comprehensive (Schedule of Charges) SOC that outlines all the fees and charges associated with its products and services. The SOC includes details of charges for various transactions such as deposits, withdrawals, fund transfers, annual fee, penalty etc. The bank ensures that the SOC is easily accessible to its customers through its website or branches. RBL Bank believes in providing transparent and fair pricing to its customers, and the SOC helps customers to understand the charges applicable to their transactions, enabling them to make informed decisions. Our practice around the SOC is as follows: -

- 3.1.1 All charges are applicable basis SOC:** The Bank shall upfront provide details of any charges applicable to the products and services chosen by the customer basis SOC.
- 3.1.2 Information around charge structure can be accessed through various channels:** A customer of RBL Bank can stay informed about the service charges and fees across all retail products by visiting the Bank's official website, or by contacting the Bank's Contact Center or asking the Bank's designated staff.
- 3.1.3 Notification of revision in charges:** In case of revision in charges, the Bank shall notify its customers at least 30 days before the revised charges are levied / become due (Excluding change in interest rates)
- 3.1.4 Intimation of charges for any other services or product availed:** The Bank shall inform its customers about the charge for any other service or product before providing that service or product, and at any time the information is sought, the customer would be deemed to have accepted the terms if the same was not withdrawn during the specified period.
- 3.1.5 Charges of using ATM network:** The Bank shall provide details regarding charge(s) levied for using our or any other network / Bank's ATM locally or internationally.

3.1.6 Examples of calculation methods: The method of calculation of Annual Percentage Rate (APR) for Credit Card shall be given with a couple of examples for better comprehension.

4.1 Collection of Dues

RBL Bank has defined a Code of Conduct for its collection / recovery agents, which outlines requirements that need to be adhered to by its agents when contacting a customer for collection / recovery of the overdue amount. It is aligned to the standards of Banking practices for Banks set by RBI.

The Bank has a collection/recovery policy approved by the Board, which outlines the process and the approach to be followed to carry out the collection activity in an effective, efficient, and compliant manner, in sync with regulatory norms and service standards of the Bank.

5.1 Reporting to Credit Information Companies (CICs)

Banks are required to report credit information of their customers to Credit Information Companies (CICs) for effective credit risk management. RBL Bank complies with the principle and reports credit information of its customers to CICs, in adherence with the RBI guidelines.

5.1.1 Customers are made aware: RBL Bank ensures that customers are aware of the credit information sharing process. In all cases, a well laid down procedure is followed. The Bank shall make this disclosure a part of the Most Important Terms and Conditions (MITC) so that the Customer is aware about the information sharing process at the time of entering into a relationship with the Bank.

5.1.2 Credit Information Companies (Regulation) Act, 2005: For providing information relating to credit history / repayment record of the customer to Credit Information Company (that has obtained Certificate of Registration from RBI), the Bank shall explicitly bring to the notice of the customer that such information is being provided in terms of the Credit Information Companies (Regulation) Act, 2005

5.1.3 Precaution taken before reporting: Before reporting default status to a Credit Information Company which has obtained Certificate of Registration from RBI and of which the Bank is a member, the Bank shall ensure that it adheres to a procedure, duly approved by the Board, including issuing sufficient notice about the intention to report a defaulter to the Credit Information Company.

Publication of this code on the website of the Bank: The Bank shall make this code available at its branches and on the website for easy access.

Note: The Bank is covered under the Reserve Bank- Integrated Ombudsman Scheme, 2021 of the Reserve Bank of India (RBI). As per this scheme, any customer who does not receive a 'final response' within 30 days from the date when the issue was raised or is dissatisfied with the Bank's response, can approach the Ombudsman appointed by RBI under RBIOS, 2021 for an independent review. Our staff shall explain the procedure in this regard.

Fair Practices Code – Banking

1.1 Objective and Applicability of Fair Practice Code for Banking Customers

The Fair Practice Code for banking customers of RBL Bank is a set of guidelines designed to ensure transparency, fairness, and ethical conduct in all the bank's dealings with its customers.

This code applies to the following accounts and services offered by RBL Bank to its customers through various channels such as Branches, digital channels including but not limited to Contact Centre, Net-Banking, ATMs, Cash Recyclers, Mobile Banking, or any other mode, now or in future:

- **Deposit Accounts** - Current, Savings, Term Deposit & Recurring deposit accounts, Overdraft against Term Deposit and related services
 - Cheque Collection and Domestic/Cross Border Remittance services
 - Foreign-exchange services
 - Safe Deposit Locker
- **Demat Account**
- **Third party products & related services**
- **Digital services**

2.1 Product Information, Application, Nomination and Account Transfer Process

As a part of its Fair Practice Code, RBL Bank is committed to providing its banking customers with clear and accurate information about its products and services and an easy application process to avail the product/ services, as well as a “nomination” process.

- 2.1.1 Product related information:** The bank ensures that all relevant information related to all the products listed above is easily accessible and understandable for its customers.
- 2.1.2 Information around interest rates, minimum balance etc.:** RBL bank ensures that all relevant information, such as interest rates, minimum balance requirements, charges, and other terms and conditions, is easily accessible to customers and made available in a manner which is simple and easy to understand.
- 2.1.3 Information about customers’ rights and responsibilities:** RBL Bank is committed to informing its customers about their rights related to account opening, usage, account transfer and closure, including the right to access their account information, the right to receive timely and accurate statements, and the right to file complaints and grievances. RBL Bank also informs its customers about their responsibilities, such as maintaining the minimum balance, adhering to the bank's rules and regulations, and ensuring that the information provided to the bank is accurate and up-to-date.
- 2.1.4 Customer application process:** RBL Bank ensures that the application process for all the products listed above is transparent, efficient, and customer friendly. The Bank provides all the necessary information and assistance to customers during the application process to help them make informed decisions. The bank also ensures that the application process is free from any discriminatory practices and all customers are treated fairly and equally.

2.1.5 Nomination process: RBL Bank encourages its customers to nominate a person who can receive the balance outstanding in their account in the event of their death. The bank provides information on the nomination process, which includes filling a nomination form and submitting it to the bank. RBL Bank ensures that its customers are informed about the importance of nomination and the consequences of not nominating. The bank also helps its customers in completing the nomination form and updating it whenever required. In absence of nomination, RBL Bank takes necessary steps to ensure that the outstanding balance or other assets are transferred to the legal heirs of the deceased as per the succession laws applicable in India.

3.1 Interest Rates

RBL Bank ensures that the interest rates offered on its savings accounts, fixed deposits, and recurring deposits are communicated to its customers in a transparent and clear manner. The bank regularly reviews and updates its interest rates to ensure that they are competitive and comply with the regulatory guidelines. Customers of RBL Bank can get information about the interest rates offered by: -

- Visiting the bank's website or mobile application
- Looking at the notices in the branches
- Asking the designated staff at Bank's branches
- Calling the Bank's call center

3.1.1 Interest rate calculation: RBL Bank provides information on the methodology used for calculating interest rates and the frequency of interest payments to its customers.

3.1.2 Intimation of interest rate change: When RBL Bank changes the interest rates on its products, it shall update the information on its official website, net banking, call center, branches and all the other channels made available to its customers.

4.1 Terms and Conditions

RBL Bank provides clear and transparent information on the terms and conditions related to account opening, usage, and closure, including the minimum balance requirements, charges for non-maintenance of minimum balance, charges for various services, interest rates, and the process for filing complaints and grievances. The bank also informs its customers about any changes to the terms and conditions in a timely and transparent manner. The bank also ensures that the terms and conditions comply with the regulatory guidelines and are fair and transparent.

4.1.1 Informing customers about the terms and conditions: When the customer signs up for a product or service, the Bank shall provide the relevant terms and conditions (T&C) for the products or service requested. Such terms and conditions are also available on the Bank website.

4.1.2 Use of easy-to-understand language: The Bank shall ensure that all written terms and conditions are fair and will set out rights and responsibilities clearly and in easy-to-understand language. The Bank shall use legal or technical language, only to the extent required, and only where necessary.

4.1.3 Changes to terms and conditions shall be communicated through multiple channels: The Bank shall communicate changes to terms and conditions through one or more of the following channels like statements, letters, branch notice boards, email, or website.

- 4.1.4 Adequate notice of change in terms and conditions:** RBL Bank will normally ensure that changes (other than interest rates) will be made with prospective effect giving notice of at least one month. Changes in the interest rates on Bank's products (deposits and advances) will be notified from time to time as per the Bank's policy.

5.1 Issuance of Card, Pin & Cheque Book

RBL Bank ensures that the issuance of debit cards, PINs and cheque books is done in a secure and transparent manner. The bank provides customers with the option to choose their own PINs for their debit cards, which helps to prevent any unauthorized access to their accounts.

- 5.1.1 Explicit consent before issuance:** The Bank shall issue debit card / cheque book only with customer's explicit consent/ request.
- 5.1.2 Issuance of cheque book, debit card:** The bank shall dispatch the cheque book to customers mailing address. The Bank shall dispatch all newly issued debit cards in an inactive state for all transactions except domestic Point of Sale (POS) and ATM transactions as a security measure. If the customer wishes to activate / de-activate their debit card for usage in any category such as domestic, international, online, POS, contactless and cash withdrawals they can do so through the available channels as mentioned in the welcome letter and on the Banks website. The Bank allows customers to choose or change their PIN and they can do so anytime by using the Bank's internet banking or mobile banking facilities. RBL Bank ensures that the Bank shall not reveal customers PIN to anyone else.
- 5.1.3 Reissuance of debit cards:** RBL Bank will reissue debit cards to its customers in case of lost / damaged, stolen, efflux of time, etc.

Further, in case a card is blocked at the request of the cardholder, replacement card in lieu of the blocked card shall be issued with the explicit consent of the cardholder.

- 5.1.4 Block card facility:** In the event of lost, stolen, not received, or misuse of debit card, RBL Bank advises its customer to block their card immediately through the Bank's customer service, mobile app & internet banking facility. In case Bank, at its discretion, decides to block/deactivate/suspend a debit or credit card, it shall be ensured that a standard operating procedure is followed. Further, bank shall also ensure that blocking/deactivating/suspending a card or withdrawal of benefits available on any card is immediately intimated to the cardholder along with reasons thereof through electronic means (SMS, email, etc.) and other available modes.

6.1 Cash Transactions

- 6.1.1 Cash dispensed to the customer:** RBL Bank advises its customer to count currency notes and ensure correctness of the amount concerned before leaving the cash counter / ATM.
- 6.1.2 Avoid writing on the currency notes:** Customers should avoid writing anything on the face of the notes and co-operate with the Bank by remitting notes in unstapled / unstitched conditions as required under RBI's clean Note Policy.

- 6.1.3 Handling of fake, soiled, mutilated and imperfect notes:** The Bank shall handle fake notes detected in line with RBI guidelines and exchange soiled / mutilated/ imperfect notes in line with RBI Directives.

7.1 Clearing Cycle / Collection Services

RBL Bank, follows a predefined schedule for the clearing cycle, which ensures that the cheques and other instruments deposited by customers are cleared within the specified time frame. RBL Bank also provides information to customers about the expected time for the realization of outstation cheques and other instruments, which helps customers to plan their finances better.

- 7.1.1 Informing customers about the clearing cycle:** The Bank shall inform its customer about the clearing cycle, including when a customer can withdraw money after the lodgment of collection instruments.
- 7.1.2 Immediate credit:** The Bank, at its discretion, and in line with prevailing RBI guidelines and its cheque collection policy, provide an immediate credit to customer account for local/ outstation cheques lodged; and should the customer require, will allow to draw against such instrument[s] under collection as per and cheque collection policy.
- 7.1.3 Cheques / Instruments lost in transit / in clearing process or at paying Bank's branch:** In the event a cheque or an instrument accepted for collection is lost in transit in the clearing process or at the paying Bank's branch, the Bank will immediately on coming to know of such loss, bring the same to the customers notice so that the customer can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonored due to non-credit of the amount of the lost cheques / instruments. The Bank will provide the customer with reasonable assistance to obtain a duplicate instrument from the drawer of the cheque.
- 7.1.4 Compensation to customer by the Bank for cheque lost in transit:** The Bank shall compensate the customer regarding instruments lost in transit, in line with the customer compensation & protection policy of the Bank.
- 7.1.5 Compensation for delayed collection:** The Bank shall pay interest on the funds involved if collection is delayed beyond the normal period as stipulated by RBI, due to any delay on the Bank's part and in line with the cheque collection policy.

8.1 Cheque Issued

- 8.1.1 Storage of cheque images:** The Bank will keep images of the cheques paid from the customer's account, for such periods as required under applicable guidelines.
- 8.1.2 Sharing the copy of cheques as evidence with customers:** The Bank Shall give the customer a copy as evidence if there is a dispute about a cheque paid from customers account, within a reasonable period. In the case of cheques deposited by the customer which are returned unpaid, and any cheque not presented in clearing due to technical reason, the Bank will return such cheques with the appropriate cheque return memo indicating the reason(s) of return.

8.1.3 Charges for unpaid cheques: The Bank will charge for the cheques returned unpaid, details of charges to be levied will be included in the schedule of charges as amended from time to time.

9.1 Positive Pay System

The Bank shall inform its customer about the positive pay system (PPS) details, submission, and its benefits. The cheque level information provided by the customer is collected by the Bank and is sent to the clearing house.

10.1 Direct Debit and Standing Instructions

10.1.1 Making customers aware about the working of direct debits/ standing instructions: The Bank shall educate its customers on how direct debits / standing instructions work and how they may be cancelled.

10.1.2 The Bank shall act upon the request received through NACH, ECS and other standing instruction to debit account based on availability of the funds.

If the transaction cannot be executed due to insufficient balance in the account, The Bank shall levy charges as per the schedule of charges, as amended from time to time.

11.1 Cancelling Payments

11.1.1 Stop payment timeline: If the customer wants to cancel a payment or series of payments that have been authorized, the Bank will accept stop payment instructions in respect of cheques issued but have not been cleared already and where the customer has given sufficient time to affect the instruction.

11.1.2 Stop payment request initiation: To place a stop payment on a cheque, the customer shall request at the nearest branch or inform the Bank over the phone or use the self-service option on the Banks net banking or mobile banking application.

11.1.3 Bank liability in case of failure to stop payment: In case a cheque has been paid after a stop payment instruction is acknowledged by the Bank, the Bank shall reverse the transaction and give value-dated credit to protect the customer's interest. In such cases, the Bank shall compensate the customer to the extent of direct financial loss, if any.

11.1.4 Standing instruction cancellation request: To cancel the standing instruction given, the customer must inform the Bank in writing.

11.1.5 Direct debit cancellation request: To cancel a direct debit, the customer can either inform the originator of the direct debit or inform the Bank. The Bank recommends the customer to do both. It may not be possible to cancel payments if the customer does not give enough notice of their decision to cancel.

12.1 Domestic Remittances

If a customer wants to remit funds across Bank accounts in India, RBL Bank will provide the customer with the most suitable options. Adequate details on charges including commission shall be displayed on the website, as amended from time to time.

13.1 Cheque Payable in Foreign Countries

Cheques drawn on foreign Banks at centers where the Bank or its correspondents do not have direct presence will be sent directly to the drawee Bank with instructions to credit proceeds to the respective NOSTRO Account of the Bank maintained with one of the correspondent Banks.

14.1 Foreign Exchange Services Offered Through Authorized Offices

14.1.1 Sharing details of services, rates, and charges: The Bank shall provide details of the service, exchange rates and charges that apply to foreign exchange transactions, either customer induced, or Bank induced (on behalf of customer) (such as inward remittances credited, etc.)

14.1.2 Transfer of money abroad: If the customer wants to transfer money abroad, the Bank will tell how to do this and will give the following:

- A description of the services and how to use them.
- Details of when the money sent abroad should be credited and the reasons for possible delays if any.
- Information on the exchange rate wherever the currency conversion is required.
- Assistance in rectifying / completing the documentation required to transfer money abroad in case the information provided is not adequate.
- Guide the customer about regulatory requirements or conditions relating to foreign exchange services offered by the Bank and when requested by the customer.

14.1.3 Money received from overseas in customer's account: If money is received for the credit to the customer's Bank account from overseas, the Bank will inform:

- The original amount received and charges, if any.

In case of undue delays in affording credit, compensation for any possible loss may be paid in accordance with the customer compensation & protection policy of the Bank.

15.1 Safe Deposit Lockers

15.1.1 Availing of safe deposit lockers: The Bank will provide complete details on how to avail the safe deposit locker facility wherever the Bank offers this facility. Details shall be made available on request and shall include a copy of the agreement and charges whenever the customer avails the service of a safe deposit locker.

16.1 Account Statements

RBL Bank ensures that account statements are provided to its customers on a regular basis, either through physical or digital modes, as per the customer's preference. The account statement includes all the transactions carried out in the account during the period, including deposits, withdrawals, interest earned, charges levied, and the balance outstanding.

16.1.1 Issuance of correct, itemized monthly statement: RBL Bank will ensure that correct, itemized account statements are provided at regular intervals as per the Banks policy. In case of any dispute in the statement, the Bank will provide an explanation and, if necessary, documentary evidence may also be provided.

16.1.2 Multiple options to customers for receiving a statement: The Bank will send statements of account(s) by e-mail or by courier (if required) to its customers. It will also provide an option to download statements or view transaction details by using internet banking or mobile banking facilities. If the customer requests, the Bank will also provide a passbook option. If the customer desires to have account statements more often than is normally available on the type of account when requested by the customer, the bank will also provide that as a chargeable service.

16.1.3 Transaction details if required: RBL Bank will ensure that it provides its customer with more details in case the customer does not recognize a transaction that appears in their statement. In some cases, for facilitating investigation and for raising a dispute, the Bank shall ask the customer to provide supporting evidence that customer has not availed a service / paid through alternate means.

17.1 Protection of Customers Account

RBL Bank has implemented various measures to safeguard the interests of its customers. RBL Bank ensures that its customers' confidential information is kept secure and not shared with any unauthorized parties. The bank also regularly updates its systems and technology to prevent any potential cyber-attacks or frauds. Additionally, the bank offers multiple options to its customers for securing their accounts, such as setting up two-factor authentication, personalized passwords, and PINs. RBL Bank remains committed to providing the highest level of security for its customers and strives to continuously improve its practices to ensure that its customers' accounts remain safe and secure.

The Bank also encourages its customers to promptly report any fraudulent usage of their accounts, so that they can be protected from further financial damage.

1.7.1.1 Update personal information promptly: RBL Bank encourages its customers to make sure they let the Bank know at the earliest, if and when they change their name, address, contact details viz mobile/ e-mail address (if customer want the Bank to communicate via email)

1.7.1.2 Check accounts regularly: The Bank recommends that the customers should check their Bank account activities regularly by reviewing their statements (and / or updating passbook). They can also contact the call center of the Bank, avail of the Bank's net banking / mobile banking facilities to keep checking their transactions, account details, enabling them for alerts etc.

1.7.1.3 Inform or seek clarification: RBL Bank encourages its customers to inform the Bank and seek clarification if they come across some entries in their account which seem to be incorrect.

1.7.1.4 Co-operate when being investigated: If there is a need to investigate a transaction on a customer's account, the Bank would request the customer to co-operate with the Bank and the law enforcement or any other statutory authority, if the Bank needs to involve them.

1.7.1.5 Safety tips: Customers should care for their cheque books, passbooks, cards, PINs, and other security information which is essential to help prevent fraud and protect their accounts. RBL Bank requests the customer to follow some safety tips given below:

- Do not keep the cheque book and cards together.
- Do not keep the blank cheque leaves signed or hand over to any of the Bank's employees or any other person, a pre-signed but blank or incompletely filled in instruction/form.
- Electronically reconfirm key details of cheques for value Rs. 50,000 and above through the positive pay system to avoid instances of fraud occurring on account of tampering with cheque.
- Do not allow anyone else to use your card, PIN, password, or other security information.
- Use a combination of alphanumeric and special characters in the password.
- Manage transaction limits & transaction preference through internet banking & Mobile Banking.
- Choose the PIN number carefully so that it is not easily identifiable or easy to guess- by any other person.
- Always remember the PIN, password and other security information and destroy the notice upon receipt.
- Never write down or record PIN, password or other security information.
- Always take reasonable steps to keep the cards in personal custody and the PIN, password, and other security information secret at all times.
- Dispose of the card receipts carefully by shredding them into very small pieces.
- Never share account details, password or OTP or other security information with anyone including Bank staff.
- While sending a cheque through post, it will help to prevent fraud by mentioning the payee's name clearly on the cheque and crossing the cheque.
- If the money needs to be transferred through a cheque into a Bank account, always write the name of the account holder (ABC Bank Account – XYZ) on the cheque. Please draw a line through unused space on the cheque so unauthorized person cannot add extra numbers or names.
- Please hand over all unused cheque leaves to the Bank at the time of closing the account.
- Never reply to any email/ SMS/ digital link asking for account details or any other security information like PIN, Password, OTP etc., please note the Bank never ask for any account details.

18.1 Precautions while using Electronic Banking Facilities

RBL Bank places great emphasis on the safety and security of its customers' online transactions. To ensure that customers can enjoy a safe and secure online banking experience, it is important for them to take certain precautions while using the electronic banking facility.

18.1.1 Visiting the Bank's official website: RBL Bank recommends that customers should visit its internet Banking site (www.rbl.bank.in) directly. Customers should avoid accessing the site through a link

from another site and verify the domain name displayed to avoid spoof websites. Check for the secure sign (https with a padlock symbol) on the website before entering secure credentials.

18.1.2 Avoid clicking on suspicious links: Avoid clicking on links that may direct to unwanted / untrusted websites posing as RBL Bank.

18.1.3 Use virtual keyboard: Always use virtual keyboard on public devices since the keystrokes can also be captured through compromised devices, keyboard, etc.

18.1.4 Do not share any information: Do not reply to or provide any information in response to any e-mail asking for password or PIN instead, the same should be brought to the Bank's attention immediately. The Bank will never ask for login credentials including password, MPin or any other security information.

18.1.5 Avoid use of public networks: RBL Bank advises its customers to refrain from using cyber cafés / public Wi-Fi / open Wi-Fi unknown VPN to access internet Banking site, as this may lead to breach of security.

18.1.6 Use latest version of anti-virus on computers: The bank recommends the customer to update their computers with the latest version of anti-virus software regularly. A suitable firewall installed to protect the computer and its contents from scamsters on the internet would be an added security measure.

19.1 Other Precautions

19.1.1 If the customer suspects or discover that:

- 1 Their cheque book, passbook, card has been lost or stolen
or
- 2 Someone else knows their PIN, password, or other security information.
or
- 3 if the registered mobile phone has been stolen

The best way of informing the Bank about the loss is usually by contacting the helpline provided or displayed on the Bank's website or visiting the nearest branch location. Other means may result in delayed receipt of such information by the Bank, and hence delayed actions.

20.1 Liability for Losses

RBL Bank encourages the customer to promptly report any fraudulent transaction and limit the liability as detailed in its "Customer Compensation & Protection Policy - Limiting Liability of customers in unauthorized electronic transactions" updated on the Bank's website.

Fair Practice Code for Credit Cards

1.1 Objective of Fair Practice Code for Credit Cards

RBL Bank Credit Cards business aims at promoting transparency and fairness in the bank's operations related to credit cards business. This Fair Practice Code is designed to ensure that customers are informed of the terms and conditions of credit cards offered by the bank, prevent unfair and deceptive practices in the solicitation of credit cards, and ensure that customers are treated fairly and with respect. Here are some key objectives of RBL Bank's fair practice code towards its borrowers: -

- 1.1.1 Ensuring transparency in the Bank's Credit Card business practices:** This fair practice code ensures that the credit card business practices of RBL Bank are transparent, and customers have access to complete and accurate information about the terms and conditions of the credit cards offered by the Bank, including fees, interest rates and charges.
- 1.1.2 Prevent Unfair and Deceptive Practices:** This code ensures prevention of unfair and deceptive practices in the marketing, advertising, and solicitation of credit cards.
- 1.1.3 To promote responsible lending practices:** This code ensures that RBL Bank does not engage in predatory lending practices. It also ensures that the Bank fosters a culture of fairness and transparency in the bank's operations related to credit cards.

2.1 Product Information and Customer Application Process

Credit Card acts as an instrument for making payment with a pre-approved revolving credit limit, that can be used to purchase goods and services or draw cash advances, subject to prescribed terms and conditions. Credit Limit is the maximum amount of revolving credit determined and notified to the cardholder to transact in the credit card account. Issuance of credit card to a customer is at the Bank's discretion and is subject to approval criteria as laid out in the Bank's policies.

- 2.1.1 Product related information:** RBL Bank shall help the customer to choose the right credit card product which helps meet their financial needs.
- 2.1.2 Important information around fees and interest charges etc.:** RBL Bank shall communicate the relevant terms and conditions such as fees and interest charges, billing and payment, renewal and termination procedures and any other information that may be required to operate the card in simple language.
- 2.1.3 Application form filling:** The customer shall fill out an application form, providing personal and financial information such as name, address, income, employment details along with relevant supporting documents as necessary to proceed with his credit card application.
- 2.1.4 Acknowledgement:** RBL Bank shall provide an acknowledgement for receipt of the credit card application and indicate the time frame within which the application shall be disposed of.

- 2.1.5 Verification of the application:** RBL Bank shall review the credit card application as per its credit policy and if additional details / documents are required, these shall be sought from the applicant.
- 2.1.6 Acceptance or rejection of credit card application:** RBL Bank shall ensure prudence while issuing credit cards and independently conduct assessment of the credit worthiness. Also, for all credit cards applications made, the Bank shall convey in writing, the acceptance or rejection of every card application along with main reason / reasons which, in the opinion of the Bank after due consideration, have led to acceptance or rejection of such application.

3.1 Application Verification and Credit Appraisal Process

At RBL Bank, the credit card application verification and credit appraisal process are crucial steps to ensure that the credit card applicant meets the bank's eligibility criteria.

- 3.1.1 Verification of customer details:** Once a new prospect expresses interest in a credit card of RBL Bank, the bank conducts a verification of the details mentioned by the customer in the credit card application by contacting the customer on their residence and / or business telephone numbers and / or physically visiting residence and/or business addresses through its own staff or through agencies appointed by it for this purpose, if deemed necessary.
- 3.1.2 Credit appraisal process:** The Bank also follows a credit appraisal process, which includes assessment of parameters like bureau score, income verification and risk assessment. If the customer meets the bank's eligibility criteria and satisfies the due diligence process, the credit card is approved to the customer.

4.1 Issuance, Activation and Cancellation of Credit Card

RBL Bank's credit card issuance, activation, and cancellation process are designed to provide customers with a hassle-free and seamless experience. Once the credit card application is approved and the card is issued, the bank dispatches it to the customer's mailing address. In case of lost or stolen cards, the cardholder can report it immediately to the bank's customer care and request a replacement card.

- 4.1.1 Dispatch of Credit Card and its PIN:** RBL Bank shall dispatch all newly issued Credit Cards in an inactive state (as a security measure) for all transactions except domestic Point of Sale (POS) and ATM transactions. The Bank shall send PIN (personal identification number) to the customer separately, alternatively the customer can generate Pin through Mobile Banking / Digital Channel.
- 4.1.2 Credit card dispatch policy:** RBL Bank ensures that it will not dispatch any unsolicited card to its customer. In case of renewal of an existing card, the cardholder shall be provided an option to decline the same if he/she wants to do so before dispatching the renewed card. Further, in case a card is blocked at the request of the cardholder, replacement card in lieu of the blocked card shall be issued with the explicit consent of the cardholder.

- 4.1.3 Credit card service guide:** RBL Bank shall share a service guide/product features reckoner giving detailed terms and conditions, interest, and charges applicable and other relevant information with respect to usage of credit card along with the first credit card issued.
- 4.1.4 Most Important Terms and Conditions (MITC):** The Bank shall share the MITCs with the customers at the time of application, at the acceptance stage and along with any subsequent important communications. These terms and conditions govern the issue and use of the card by the customers. The terms shall put the customers under an obligation to take all appropriate steps to keep safe the card and the means (PIN or code etc.) which enable it to be used. The terms shall also specify that a customer will be under an obligation not to disclose the PIN or code to anyone.
- 4.1.5 Liability for add-on / corporate cards:** The Bank shall issue “Add-on” cards i.e., those that are subsidiary to the principal card, with the clear understanding that the liability will be that of the principal cardholder. Similarly, while issuing corporate credit cards the bank shall specify the responsibilities, and liabilities of the corporate and its employees.
- 4.1.6 Issuance of International Credit Cards:** Issuance of international credit cards will also be subject to directions issued under the Foreign Exchange Management Act, 1999, as amended from time to time.
- 4.1.7 Deactivation of the credit card:** If the customer wishes to de-activate their credit card for usage in any category such as domestic, international, online, POS, contactless and cash withdrawals he can do so through the available channels as mentioned in the MITC.
- 4.1.8 Cancellation or termination of the credit card:** In case the customer has requested for credit card cancellation, the Bank shall close the card within seven working days after clearance of outstanding dues, if any. The Bank may also terminate a credit card at its sole discretion if there is a breach of the cardholder agreement, however the bank reserves the right to recover outstanding dues. In case Bank, at its discretion, decide to block/deactivate/suspend a debit or credit card, it shall be ensured that a standard operating procedure is followed. Further, bank shall also ensure that blocking/deactivating/suspending a card or withdrawal of benefits available on any card is immediately intimated to the cardholder along with reasons thereof through electronic means (SMS, email, etc.) and other available modes.

5.1 Billing Policy

RBL Bank shall follow a transparent and uniform billing policy for its credit card customers. The Bank shall ensure that customers are fully informed about the billing cycle, bill amount, due date, interest charges, penal charges etc.

- 5.1.1 Issuance of correct, itemized monthly statement:** RBL Bank will ensure that correct, itemized monthly statement is issued to its customers on a timely basis. In case of any dispute in the statement, the Bank will provide an explanation and, if necessary, documentary evidence may also be provided within a period of 30 days from the date of complaint. Cardholders shall be provided option to modify the billing cycle of the credit card at least once, as per cardholders' convenience.

5.1.2 Dispatch of statement to registered address: RBL Bank shall dispatch credit card statements to the customer's registered email address or mailing address (as per chosen preference) with details of payments credited and the transactions debited to customer's account since the last statement date. Credit card statements will be generated on the customer's billing date. In case of any change in a customer's communication address, customers are expected to change their records to ensure appropriate dispatch of the any deliverables, and / or communication.

5.1.3 Re-issuance to statement: In the event of non-receipt of the statement, the customer shall contact RBL Bank, so that it can resend the statement. Alternatively, the customer can access the same through Mobile Banking & other digital channels at any point in time.

6.1 Sales and Marketing Ethics

RBL Bank enforces high ethical standards in its sales and marketing practices for credit cards. The bank ensures that its sales agents provide accurate and transparent information about credit card products and services to customers. The bank also follows stringent procedures to prevent fraudulent practices such as misrepresentation or coercion during the sales process. The Bank places great emphasis on ensuring that its customers fully understand the terms and conditions of their credit card agreements and are able to make informed decisions about their financial choices.

6.1.1 Code of conduct for sales agents: RBL Bank has a prescribed Code of Conduct for all its sales agents (including Direct Selling Agencies / Teams 'DSAs' / 'DSTs') whose services the bank may avail to market its credit card products. The Bank ensures that the DSAs engaged for marketing credit card products adhere to the 'Model Code of Conduct for Direct Selling Service Providers' which is displayed on the Bank's website.

7.1 Protecting Customers Account

RBL Bank takes significant measures to protect its customers' credit card accounts. The bank employs state-of-the-art technology and robust security protocols to safeguard its customers' personal and financial information against unauthorized access, theft, or misuse. RBL Bank regularly reviews its security measures to ensure that they are up to date and effective in addressing emerging threats in the digital landscape. In addition, the bank encourages its customers to report any suspicious activity on their credit card accounts promptly. RBL Bank also provides its customers with easy access to information on how to protect their credit card accounts from fraud, phishing scams, and other forms of cybercrime. By prioritizing the security of its customers' credit card accounts, RBL Bank demonstrates its commitment to building a trustworthy and long-lasting relationship with its customers.

7.1.1 Block card facility: In the event of lost, stolen, not received, or misuse of credit card, RBL Bank advises its customer to block their card immediately through the Bank's customer service, mobile app & internet banking facility.

7.1.2 Report fraudulent transactions: RBL Bank encourages its customer to promptly report any fraudulent unauthorized transaction on their credit card so that the customer's liability would be

limited as detailed in the Bank's "Customer Compensation & Protection Policy" which is also updated on our website.

- 7.1.3 Act with reasonable care:** The Customers will be responsible for all the losses on their account in case they act without reasonable care or act fraudulently leading to losses.
- 7.1.4 Check statements regularly:** RBL Bank recommends that the customers should check their statement regularly, visit our internet banking or log in to the mobile application to check transaction details, enabling limits, alerts etc. If there is an entry in the statement which seems to be incorrect, the customer should inform the Bank as soon as possible.
- 7.1.5 Investigating a transaction:** If there is a need to investigate a transaction, the Bank would request the customer to co-operate with it and the law enforcement or any other statutory authority, if the Bank needs to involve them.

Fair Practice Code for Lending

Section 1 – Retail Lending

1.1 Objective of Fair Practice Code for Retail Lending

As a responsible lender, RBL Bank adheres to all applicable laws, regulations, and code of conduct. This Fair Practice Code is intended to provide its customers with an understanding of the Bank's lending policies and practices. It is also meant to provide transparency and clarity to the Bank's borrowers regarding their engagement with the Bank. The framework of this code is based on regulatory guidelines issued from time to time by Reserve Bank of India. Here are some key objectives of RBL Bank's fair practice code towards its borrowers: -

- 1.1.1 Ensuring transparency in the Bank's lending practices:** This fair practice code ensures that the lending practices of RBL Bank are transparent, and customers have access to complete and accurate information about the loan products, including interest rates, fees, charges, and terms and conditions.
- 1.1.2 Ensuring fairness in the Bank's lending practices:** This code ensures that all lending decisions at the Bank are based on the assessment of the borrower's creditworthiness and the ability to repay the loan and they are made without discrimination based on gender, race, religion, or any other factor.
- 1.1.3 To promote responsible lending:** This code ensures that RBL Bank does not engage in predatory lending practices.

2.1 Product Information and Customer Acquisition Process

RBL Bank is committed to providing transparent and accurate information about its lending products to customers, ensuring that they have a clear understanding of the terms and conditions associated with the loan.

- 2.1.1 Product related information:** RBL Bank shall provide detailed information about interest rates, processing fees, prepayment charges, and other charges associated with the loan. By providing transparent and accurate product information, RBL Bank shall build trust and confidence among its customers and maintain a reputation for ethical lending practices.
- 2.1.2 Easy availability of all other important information:** RBL Bank shall keep its customer communication process comprehensive and transparent. All other important information such as refundable fee in the case of non-acceptance of application, penalty for delayed repayments if any, conversion charges for switching loan from fixed to floating rates or vice versa and any other matter which affects the interest of the borrower shall be communicated clearly and upfront. Further, such information would also be made available to the customer on the Bank's website and such other communication containing the product-related features, in addition to being an integral part of the sanction letter and loan documentation.
- 2.1.3 Application form filling:** The customer shall fill out an application form, providing personal and financial information such as name, address, income, employment details, and loan amount along

with relevant supporting documents as necessary to proceed with his loan application. Bank will make suitable disclosures on the timelines for conveying credit decisions through their websites, notice-boards, product literature, etc.

- 2.1.4 Acknowledgement:** RBL Bank shall provide an acknowledgement for receipt of all loan applications and indicate the time frame within which the application shall be disposed of.
- 2.1.5 Verification of the application:** RBL Bank shall verify the loan application and if additional details / documents are required, these shall be sought from the applicant.
- 2.1.6 Acceptance or rejection of loan application:** RBL Bank shall, for all categories of loans irrespective of any threshold limits, convey in writing, within the stipulated time, the acceptance or rejection of every loan application along with main reason / reasons which, in the opinion of the Bank after due consideration, have led to acceptance or rejection of such loan applications.

3.1 Loan Appraisal Process

Once a prospect customer has expressed interest in a lending product of RBL Bank, the bank follows a rigorous loan appraisal process, which includes credit checks, income verification, employment verification, collateral evaluation, legal verification, and risk assessment. If the customer meets the bank's eligibility criteria and satisfies the due diligence process, the loan application is approved, and the loan is disbursed to the customer. RBL Bank ensures that the lending activities are conducted in a responsible and ethical manner.

4.1 Loan Agreement and Disbursement Process

RBL Bank adheres to regulatory guidelines and industry best practices to ensure that all loan agreements follow applicable laws and regulations. RBL Bank also follows a well-defined loan disbursement process. Here are some of the practices the bank follows in that regard:

- 4.1.1 Comprehensive loan agreement:** RBL Bank shall enter into a loan agreement with the customer which clearly sets out the terms and conditions of a loan along with details of amount of money being borrowed, the interest rate, the repayment schedule, and any fees or penalties associated with the loan. The agreement also includes the rights and responsibilities of both the customer and the bank.
- 4.1.2 Welcome Kit:** On execution of the loan documents and disbursement of loan, RBL Bank shall share with the customer a welcome letter / loan kit with the key loan details, agreement copy and a list of documents, if applicable.
- 4.1.2.** The Bank will convey to the borrower the credit limit along with the terms and conditions thereof and keep the borrower's acceptance of these terms and conditions given with his full knowledge on record.
- 4.1.2.2** Terms and conditions and other caveats governing credit facilities given by the Bank which were arrived at after negotiation between the Bank and the borrower will be reduced in writing and duly certified by the authorised official.

4.1.3 Adherence to the terms and conditions: RBL Bank shall ensure timely disbursement of loans sanctioned in conformity with the terms and conditions governing such sanction.

4.1.4 Timely disbursements and updates: RBL Bank shall ensure that loan disbursements are made in a timely and efficient manner.

The Bank shall specify and stipulate in the loan agreement that credit facilities extended to the customer are solely at the discretion of the Bank. These may include approval or disallowance of facilities, such as, drawings beyond the sanctioned limits, honoring cheques issued for the purpose other than specifically agreed to in the credit sanction, and disallowing drawing on a borrower account on its classification as a non-performing asset or on account of non-compliance with the terms of sanction. The Bank shall also specifically state that it does not have an obligation to meet further requirements of the borrowers on account of growth in business etc. without proper review of credit limits.

5.1 Interest Rate and Charges

RBL Bank shall follow a transparent and uniform interest rate and charge policy. Interest rates on loans shall be based on various factors such as the borrower's credit score, repayment capacity, and the prevailing market conditions. The Bank shall ensure that customers are fully informed about the interest rates and charges applicable to their loans, and that there are no hidden or undisclosed fees. RBL Bank is committed to maintaining high standards of integrity and professionalism in all its lending activities.

5.1.1 Clear communication of interest rates: RBL Bank shall communicate the interest rates along with the terms and conditions, in writing through a sanction letter or loan agreement.

5.1.2 Revision of interest rates: In case of revision in interest rate to the existing variable rate, the customers shall be intimated on the changes through a written communication in the subsequent month on customer's postal/ email address, additionally notifications towards the same will be updated on the Bank's Website.

5.1.2.1 Apart from the above, any other change in the interest rate, charge or any terms and conditions shall be informed to the borrower well in advance (30 Days) and these changes shall be effective only prospectively.

5.1.3 Overdraft facility: If the Bank offers an overdraft, or an increase in the existing overdraft limit, the Bank shall communicate whether the overdraft is repayable on demand or otherwise.

5.1.4 Notification around penal charges: The Bank shall notify clearly about the additional charges, in case of default, to the prospective customers on the Bank's website and on the application form. Such charges on delayed payment shall be applied only on the overdue amount and not on the entire loan amount.

5.1.5 Other charges: The Bank shall notify details of all key charges payable by the customers in relation to their loan account on the Bank's website and on the application form/sanction letter/loan agreement. Any revision in charges would be made available on the Bank's website.

6.1 Post Disbursement Supervision

RBL Bank follows a structured and systematic post disbursement supervision process, which includes regular monitoring of the borrower's repayment performance and financial condition.

RBL Bank is committed to ensuring that post disbursement supervision is conducted in a fair, transparent, and customer-friendly manner. The bank works closely with its customers to address any issues or concerns that may arise during the repayment period.

- 6.1.1 Constructive view:** Post disbursement supervision by the Bank, particularly in respect of loans up to Rupees two lakh, the Bank shall be constructive with a view to taking care of any "Bank-related" genuine difficulty that the borrower may face.
- 6.1.2 Grant reasonable extension wherever possible:** Before taking a decision to recall / accelerate payment or performance under the agreement or seeking additional securities, the Bank shall give notice to borrowers, as specified in the loan agreement or a reasonable period, if no such condition exists in the loan agreement.
- 6.1.3 Timely release of security:** The Bank shall release all securities on receiving payment of loan or realization of loan subject to any legitimate right or lien for any other claim Bank may have against borrowers. If such right of set off is to be exercised, borrowers shall be given notice about the same with full particulars about the remaining claims and the documents under which the Bank is entitled to retain the securities till the relevant claim is settled/ paid.

7.1 Other Commitments

- 7.1.1 No interference in the affairs of the borrower:** The Bank shall refrain from interfering in the affairs of the borrowers except for what is provided in the terms and conditions of the loan sanction documents (unless new information, not earlier disclosed by the borrower, has come to the notice of the lender).
- 7.1.2 Transfer of borrower account:** In case of receipt of request for transfer of borrower account, either from the borrower or from another Bank / financial institution, which proposes to take over the account, the consent or otherwise i.e., objection of the Bank, if any, shall be conveyed within 21 days from the date of receipt of such request.
- 7.1.3 Digital Lending:** For digital lending transactions if any, all key product information, terms & conditions, important disclosures as part of key fact statement (KFS) including fees, charges, applicable interest rates etc. and other important information as defined in Digital lending guidelines of RBI shall be disclosed at the time of onboarding and on any changes thereof.
- 7.1.4 Recovery of Loan:** In the matter of recovery of loans, the Bank will not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans, etc.

Section 2 – Microfinance Loans

1.1 Guidelines applicable for microfinance loans

RBL Bank follows a well-defined microfinance lending process, which includes a thorough assessment of the borrower's creditworthiness and repayment capacity. The bank also ensures that microfinance borrowers are provided with affordable and competitive interest rates, and that the loan terms and conditions are clearly explained and fully understood by the borrowers. The bank also provides regular training to its microfinance borrowers, to help them improve their financial literacy and overall financial well-being.

Some important guidelines around the Microfinance loans disbursed by RBL Bank are:

1. Microfinance loans shall be collateral free loans.
2. The loan shall not be linked with a lien on the deposit account of the borrower.
3. Bank / Business Correspondent's (BC) Loan officer shall conduct the household income assessment during at the time of filling loan application to arrive at loan eligibility. Such income information shall be reported to the credit information companies (CICs) as part of regulatory requirement.
4. Flexibility of repayment periodicity is made available at the time of loan application.
5. The Bank shall not levy any prepayment penalty on Microfinance Loans.
6. Details on pricing and charges are provided in KEY FACT SHEET, part of loan documents.
7. The Bank shall be fully accountable for inappropriate behavior by its employees or employees of the outsourced agency/BCs and will provide timely Grievance Redressal.
8. Guidelines related to Recovery of Loans:
 - a. BC field staff should not use coercion of any sort to make recovery of loans and take recovery only at a central designated place
 - b. BC field staff shall be allowed to make recovery at the place of residence or work of the borrower if the borrower fails to appear at the designated/ central designated place on two or more successive occasions.
 - c. The Bank or its agents shall not engage in any harsh methods towards recovery.
 - d. Bank or its agents should not intimidate or humiliate verbally or physically for recovery
 - e. Bank or its agents should not harass relatives, friends, neighbors, or co-workers of the borrower.
 - f. Customer can contact the BC Branch/Bank's Toll-Free Number/Bank's Nodal officer as details provided in loan card for redressal of recovery related grievances.
 - g. BC field staff shall perform collection/ recovery for borrowers having overdue loan only between timing 9:00am to 6:00 pm. For other borrowers with regular loan accounts, BC field staff may continue with the existing timing/ process as per borrowers' convenience.

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