

Privileged Customer Benefit Policy

This Policy will apply to the class of existing customers classified as Privileged Customer based on the certain parameters prescribed in this policy. The benefits under this Policy will be given to only those customers who fulfill the criteria to be classified as Privileged Customer of SHFL.

Policy and Process to be followed when customer approaches the Company for the benefits provided by the Company to the Borrowers entitled to classified as Privileged Customer.

Qualifying criteria for Privileged Customers will be as per below matrix:-

S No	Parameter	Urban	Rural
1	MOB	06 months	12 months
2	EMI Bouncing Status (Excluding Technical bounce)	NIL in last 06 months	Maximum 2 allowed in last 12 months, however paid within same month
3	DPD	Never in 30+	Never in 30+
4	LTV	Not more than 80%	Not more than 80%
5	Proposed Balance Tenure	Should be Equal or less than balance tenure	Should be Equal or less than balance tenure
6	Proposed Discount on ROI	Not more than 3% (good to go)	Not more than 4% (good to go)
7	FOIR	55%	55%
8	Competition Sanction letter	Good to go	Good to go
9	Login Fees in Top Up case	Rs 2500/-	Rs 1000/-
10	Retention Fees, where top up is not done	Rs 2500/-	Rs 1000/-

- ✓ No specific ROI or any other commitment should be given by CRM team to the customer, as the sales and credit team jointly will review the profile and loan track and will then decide.
- ✓ Latest one-year bank statement of earning Applicant and Co-applicant(s) should be obtained along with latest 3 months' salary slip if salaried, last 2 years ITR and computation if self-employed, for deriving the eligibility for top up loan amount.
- ✓ Tele-PD should be done by credit in all top up loan cases and (physical PD if required) in SENP Case.
- ✓ ZCH / RCH will be given additional authorities to process this, and should be used diligently along with rational for approving any deviation. None of the deviation should be ultra-virus in the market practice and or risking the portfolio in non-explainable manner.

Process and Activities to be followed for processing the request

S.no	Steps	Forms/Report to be filled up	Details	Responsibility to complete the step
1	Customer has given request for classification as Privileged Customer or reconsideration of ROI or Top-Up	Through Branch/Customer Service	classification as Privileged Customer or reconsideration of ROI or Top-Up	CRM / DO at branch post approval
2	Reason	ROI Change/Loan amount	To be asked from the customer	CRM
3	Scenario 1	If the request related to ROI	Branch/Customer Service team to review the same and details to be forwarded to business team for review	CRM/CM/Sales Head
4	Scenario 2	If request related to change in loan amount	Branch/Customer Service team to review the same and details to be forwarded to Credit team for re-evaluation	CM/CRM/Sales Head/ZCRH
5	As per scenario	Retention of customer	Business/Credit team to review & final call to be given as per norms	Sales Head/ZCRH
6	Communication to customer	Through call/Mail	Final communication to be given to customer post decision of credit and business	HO CRM/Branch - DO
7	Sourcing and Processing of Top up file	Physical documents to be collected	Credit PD and other credit checks to be done and final CAM to be approved as per Top up Policy	Branch Credit and Sales team
8	Execution of new terms	Addendum Agreement / Top up Agreement to be signed by all applicant + co-applicant (s)	Operations team to do updation in system and issue the details of Top up loan (if any) or should send the revised Amortisation schedule and other confirmation letter	Operations team

Note: While reducing the ROI, the EMI will be kept same and tenor would be reduced.