

AVAILABLE FINANCE LIMITED
"CM-23, Sukhlia, Indore
Phone: 2548851, 2538874, and 2539575

FAIR PRACTICE CODE

I) PREAMBLE

Financial products of **AVAILABLE FINANCE LIMITED (AFL)** are & shall be available to all eligible & qualified applicants irrespective of Caste, Creed & Marital status. Its policy is to treat all Customers equally, fairly & consistently. It will further ensure Implementation of Fair Practice Code (FPC) honestly & prudently with full responsibility of entire organization. It shall adopt all the best practice prescribed by RBI from time to time & shall make modification if necessary.

II) KEY COMMITMENTS

AFL promises to act fairly & diligently with its customers, meeting all laws & regulations mentioned in FPC. It shall assist the customer prudently by explaining all the pros & cons of a financial product. Mistakes will be corrected & AFL will handle complaints quickly.

III) LOANS & ADVANCES

Loan application forms of AFL will include all necessary information & indication of Documents required to be submitted by customers. Further it shall be disposed off the loan application within reasonable time along with confirmation of rate of interest & other terms & condition. AFL's decision to recall/accelerate payment shall be in consonance with loan agreement. It shall release all securities of the borrower as & when he/she pays all the dues except in case where AFL has right or lien for any claim against borrower. AFL shall convey the request form of borrower for transferring his account to any other financial institution within 21 days from such date of request. In case of recovery of Loan AFL shall not resort to undue harassment with borrower.


IV) TERMS & CONDITION

AFL will upload its FPC on its website for customer convenience. It shall give prior notice of any kind of change in terms & condition to the borrower. It will refrain itself from interfering in the personal affairs of customer except in case where any new & undisclosed information of customer to its notice. AFL will ensure that all advertising & promotional activities are fair & reasonable. Unless authorised AFL will treat all personal information of customers as confidential. It shall lay down appropriate grievance redressal mechanism & will work on complaints of customers quickly. Consolidate periodical review reports of functioning of FPC & grievance redressal mechanism will be submitted to board at regular intervals.

V) FORCE MAJEUR

Various commitments outlined & made by AFL are applicable under normal operating environment & not in the event of force majeure.

For *Available Finance Limited*


(*Rajendra Sharma*)
Director