



DHANALAKSHMI HIRE PURCHASE AND LEASING LIMITED

Fair Practices Code

Date of policy/ Review: 10/08/2026

Approved by: Board of Directors

Review Frequency: At least annually

1. Objective

To ensure fair, transparent and ethical lending practices.

To comply with RBI directions issued from time to time.

To protect borrowers' interests.

2. Applicability: This Code applies to all branches, employees, recovery agents, outsourced service providers and digital channels of the Company.

3. Loan Applications

Loan application forms shall clearly state eligibility criteria and documents required.

Applicants shall receive an acknowledgement for applications.

Processing time shall be communicated.

A Key Facts Statement (KFS) shall be provided wherever applicable before execution of the loan agreement.

4. Assessment of Loan The Company shall:

Assess repayment capacity.

Verify income and security.

Conduct KYC and due diligence.

Avoid discriminatory practices.

5. Loan Sanction The sanction letter shall mention:

Loan amount

Interest rate

Penal charges



Repayment schedule

Security

Fees and charges

Default consequences

Other important terms.

Acceptance by the borrower shall be obtained.

6. Loan Agreement The borrower shall receive:

Copy of the loan agreement.

Repayment schedule.

Security documents wherever applicable.

7. Interest Rates

Interest rates shall be Board-approved.

Rates shall depend upon risk profile.

Method of charging interest shall be transparent.

Penal charges shall not be treated as additional interest.

8. Disbursement Loan shall be disbursed only after:

Completion of documentation.

Execution of security documents.

Compliance with sanction conditions.

9. Changes in Terms Any change in:

Interest rate

Charges

EMI

Repayment schedule

shall be communicated to borrowers before implementation.

10. Gold Loan Specific Practices

Gold shall be valued in the presence of the borrower.

Purity and weight shall be recorded.



Detailed valuation certificate shall be provided.

Safe custody of pledged ornaments shall be ensured.

Auction shall be conducted only after adequate notice.

Surplus auction proceeds shall be refunded promptly.

Auction process shall be transparent and Board-approved.

11. Vehicle Loans

RC endorsement shall be completed promptly.

NOC shall be issued after closure.

Repossession shall follow due legal process and adequate notice.

12. Loan Against Property

Original documents shall be kept securely.

Documents shall be released immediately after full repayment, subject to legal requirements.

Any delay shall be communicated to the borrower.

13. Confidentiality

Customer information shall not be disclosed except:

With customer consent.

As required by law.

As required by regulators.

14. Recovery Practices

Recovery shall be:

Courteous.

Non-coercive.

During reasonable hours.

Without harassment or intimidation.

Recovery agents shall carry proper identity cards.

15. Grievance Redressal

The Company shall:

Display grievance officer details at all branches.



Display RBI Ombudsman details where applicable.

Resolve complaints within prescribed timelines.

Maintain complaint registers.

16. Release of Securities

Upon repayment:

Securities and title deeds shall be released within the RBI-prescribed timeline.

Any delay shall be explained to the borrower.

Compensation shall be paid where required under RBI directions.

17. Fair Treatment

The Company shall:

Treat customers with dignity.

Avoid discrimination.

Avoid misleading advertisements.

Ensure transparency in all dealings.

18. Outsourcing

Where recovery, sourcing or servicing is outsourced, the Company shall ensure compliance with this Fair Practices Code.

19. Review

This Fair Practices Code shall be:

Reviewed annually or earlier if RBI issues revised guidelines.

Displayed on the Company's website and at all branches.
