

RECOVERY POLICY



Saral Home Finance Ltd.
(formerly known as Vishwakriya Housing Finance Ltd.)

Extract of the Fair Practice Code of SHFL

6.1 Whenever loans are given, SHFL will explain to the customer the repayment process by way of amount, tenure and periodicity of repayment. However if the customer does not adhere to repayment schedule, a defined process in accordance with the laws of the land shall be followed for recovery of dues. The process will involve reminding the customer by sending him / her notice or by making personal visits and / or repossession of security if any or by following other procedures as agreed to between SHFL and the Customer.

6.2 The SHFL's collection policy is built on courtesy, fair treatment and persuasion. SHFL believe in fostering customer confidence and long-term relationship. SHFL' staff or any person authorized to represent it in collection of dues or / and security repossession shall identify himself / herself and display the authority letter issued by the SHFL and upon request, display his / her identity card issued by the SHFL or under authority of the company. SHFL' shall provide customers with all the information regarding dues and shall endeavor to give sufficient notice for payment of dues.

6.3 All the members of the staff or any person authorised to represent the SHFL in collection or / and security repossession will follow the guidelines set out below:

- a) Customer would be contacted ordinarily at the place of his / her choice and in the absence of any specified place at the place of his / her residence and if unavailable at his / her residence, at the place of business / occupation. .
- b) Identity and authority to represent SHFL will be made known to the customer at the first instance.
- c) Customer's privacy should be respected.
- d) Interaction with the customer shall be in a civil manner
- e) SHFL' representatives shall normally contact the customers between 0700 hrs and 1900 hrs, unless the special circumstances of the customer's business or occupation require otherwise.
- f) Customer's request to avoid calls at a particular time or at a particular place shall be honored as far as possible.
- g) Time and number of calls and contents of conversation would be documented.
- h) All assistance will be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.
- I) During visits to customer's place for dues collection, decency and decorum will be maintained.
- j) Inappropriate occasions such as bereavement in the family or such other calamitous occasions will be avoided for making calls/visits to collect dues.