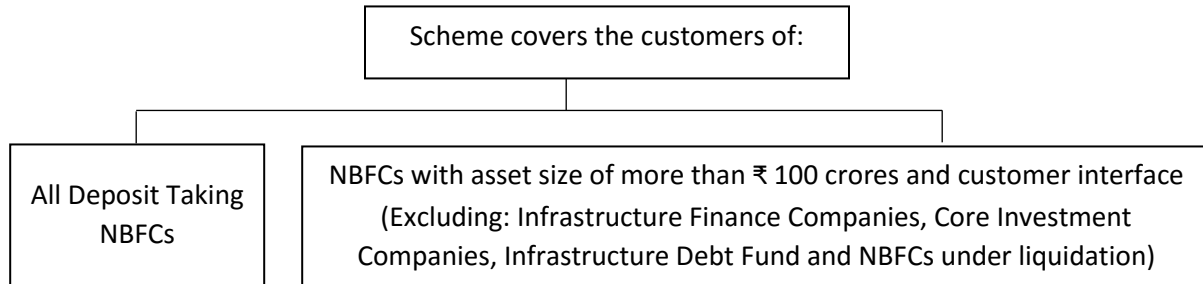


MUTHOOT CAPITAL SERVICES LIMITED

CIN: L67120KL1994PLC007726

3rd Floor, Muthoot Towers, M.G Road, Kochi - 682 035, Kerala, Email: mail@muthootcap.com

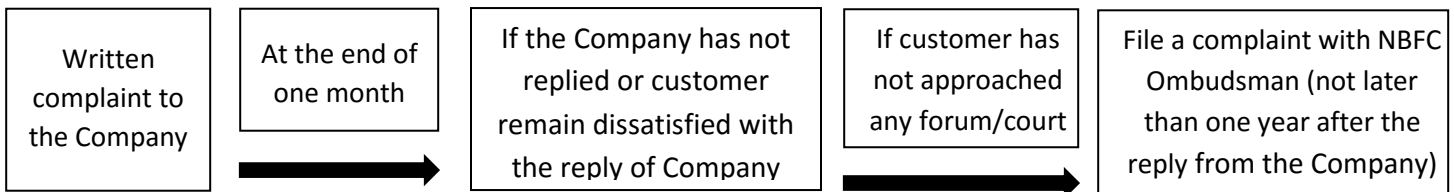
Ombudsman Scheme for Non-Banking Financial Companies, 2018: Salient Features



Grounds for filing a complaint by a customer:

- ❖ Interest/Deposit not paid OR paid with delay;
- ❖ Cheque not presented OR done with delay;
- ❖ Not conveyed the amount of loan sanctioned, terms & conditions, annualised rate of interest, etc.;
- ❖ Failure/refusal to provide sanction letter in vernacular language;
- ❖ Notice not provided for changes in agreement, levy of charges;
- ❖ Failure to ensure transparency in contract/loan agreement;
- ❖ Failure/ Delay in releasing securities/ documents;
- ❖ Failure to provide legally enforceable built-in repossession in contract/ loan agreement;
- ❖ RBI directives not followed by NBFC;
- ❖ Guidelines on Fair Practices Code not followed.

How a customer can file a complaint?



How does Ombudsman take decision?

- Proceedings before Ombudsman are in the nature of Alternate Dispute Resolution mechanism.
- Ombudsman promotes the settlement of the complaint by mutual agreement between the complainant and the Company through conciliation or mediation.
- If not, pass an Award either allowing or rejecting the complaint along with reasons for passing such Award.

Can a customer file appeal, if not satisfied with decision of Ombudsman?

Yes, Ombudsman's decision is appealable → Appellate Authority: **Deputy Governor, RBI**

Note: Ombudsman may reject a complaint at any stage. The Customer is at liberty to approach any other court/forum/authority for the redressal at any stage.

Refer to www.muthootcap.com for further details of the Scheme and contact details of the Nodal Officer of the Company and contact details of the Ombudsman, who can be approached by the customer.