

Fair Practices Code (FPC)

Overview

Instant Rupiya is committed to conducting its lending business in a fair, transparent, ethical, and responsible manner. This Fair Practices Code ("FPC") outlines the standards followed while dealing with customers and is based on the applicable guidelines issued by the Reserve Bank of India (RBI).

Our objective is to ensure transparency in lending, protect customer interests, promote responsible borrowing, and maintain the highest standards of customer service.

Our Commitment

At **Instant Rupiya**, we are committed to:

- Treating every customer fairly and respectfully.
- Providing transparent and accurate information about our loan products.
- Following responsible lending practices.
- Maintaining confidentiality of customer information.
- Ensuring compliance with applicable laws and regulatory guidelines.
- Providing prompt and efficient customer service.
- Addressing customer grievances in a fair and timely manner.

Loan Application Process

When a customer applies for a loan through **Instant Rupiya**, we ensure that:

- The loan application process is simple and transparent.
- All eligibility criteria are clearly communicated.
- Required documents and information are explained before processing.
- Customers are informed of the status of their application within a reasonable time.
- Any additional information required during the assessment process is communicated promptly.

Transparent Disclosure

Before loan disbursement, **Instant Rupiya** provides customers with clear information regarding:

- Loan amount
- Interest Rate
- Annual Percentage Rate (APR)
- Processing Fee
- Other applicable fees and charges

- Loan tenure
- Repayment schedule
- Total repayment amount
- Penal charges, if applicable
- Cooling-off period
- Prepayment or foreclosure terms
- Key Fact Statement (KFS)
- Loan Agreement

There are no hidden charges beyond those disclosed in the loan documents.

Key Fact Statement (KFS)

Before disbursement, every eligible borrower receives a **Key Fact Statement (KFS)** containing all material loan information in a standardized format, including:

- Loan amount
- Interest Rate
- Annual Percentage Rate (APR)
- Fees and charges
- Repayment schedule
- Due dates
- Total repayment obligation
- Cooling-off period
- Customer rights and obligations

Customers are encouraged to carefully review the KFS before accepting the loan offer.

Loan Agreement

Before loan disbursement, customers receive a Loan Agreement containing all applicable terms and conditions.

The agreement clearly specifies:

- Loan amount
- Interest Rate
- Repayment obligations
- Fees and charges
- Rights and responsibilities of both parties
- Events of default
- Recovery process
- Customer grievance mechanism

Loans are disbursed only after obtaining the borrower's consent.

Interest Rates & Charges

Interest rates and other charges are determined based on objective criteria, including:

- Credit profile
- Repayment capacity
- Risk assessment
- Cost of funds
- Market conditions
- Regulatory requirements

Applicable interest rates, fees, and charges are disclosed before loan acceptance.

Customer Privacy

Instant Rupiya respects the privacy of every customer.

Personal information collected during the loan process is used only for legitimate business purposes, including:

- Loan processing
- Identity verification
- Credit assessment
- Regulatory compliance
- Fraud prevention
- Customer support

Customer information is not disclosed except:

- Where required under applicable law;
- To regulators or government authorities;
- To credit bureaus;
- To authorized service providers engaged for lawful business purposes; or
- With the customer's consent.

For more information, customers may refer to our Privacy Policy.

Fair Marketing Practices

Instant Rupiya ensures that:

- Advertisements are clear, truthful, and not misleading.
- Promotional material accurately represents loan products.

- All material terms and conditions are disclosed.
- Customers are not misled regarding pricing, approvals, or benefits.

Non-Discrimination

We are committed to providing equal and fair access to our services.

Loan decisions are based solely on objective eligibility and credit assessment criteria and are made without discrimination on the basis of religion, caste, gender, race, marital status, or any other legally protected characteristic.

Responsible Lending

We promote responsible lending by:

- Assessing repayment capacity before loan approval.
- Providing loans suited to the customer's financial profile.
- Ensuring transparent communication of loan obligations.
- Encouraging responsible borrowing practices.

Collection & Recovery Practices

If a customer defaults on repayment, **Instant Rupiya** follows fair, lawful, and respectful recovery practices.

Our collection process is based on:

- Courtesy and professionalism
- Respect for customer dignity and privacy
- Transparent communication
- Compliance with applicable laws and regulatory guidelines

Our authorized representatives:

- Carry valid identification.
- Clearly identify themselves during customer interactions.
- Avoid harassment, intimidation, or coercive practices.
- Contact customers only during reasonable business hours, except where otherwise permitted by law.
- Maintain professionalism and courtesy throughout the recovery process.

Customer Grievance Redressal

Instant Rupiya is committed to resolving customer complaints promptly and fairly.

Customers may contact our Customer Support team through the official communication channels available on our website or mobile application.

While submitting a grievance, customers should provide:

- Registered Mobile Number
- Loan Account Number (if available)
- Nature of Complaint
- Supporting documents, if applicable

Every complaint is acknowledged and reviewed within a reasonable timeframe.

Credit Information

Customers are informed that loan-related information, repayment history, and other relevant credit data may be shared with credit information companies, credit bureaus, regulators, or other authorities as permitted under applicable law.

Timely repayment helps maintain a healthy credit history.

Customer Responsibilities

Customers are expected to:

- Provide complete and accurate information.
- Submit valid documents during verification.
- Read and understand the loan terms before acceptance.
- Make repayments on time.
- Inform us promptly of any changes to their contact information.

Policy Review

This Fair Practices Code is reviewed periodically and may be updated from time to time to reflect changes in applicable laws, regulatory requirements, and industry best practices.