

INDUSTRIAL AND PRUDENTIAL INVESTMENT COMPANY LIMITED

CIN: L65990WB1913PLC218486

FAIR PRACTICE CODE

UNDER RESERVE BANK OF INDIA REGULATIONS FOR NBFC

Background

The Company is in the business of dealing in investments in securities. Occasionally it gives loans to corporates in the form of money instruments such as bills discounting, intercorporate loans, etc.

RBI regulations

The Fair Practices Code (FPC) has been formulated and adopted by Industrial and Prudential Investment Company Limited (the Company) as an affirmation of its values and commitment towards transparency and fairness in its dealings with its customers. The FPC incorporates all applicable guidelines and instructions issued by the Reserve Bank of India (RBI) from time to time as described below.

- a. RBI/ 2006-07/ 138 DNBC (PD) CC No. 80/ 03.10.042 / 2005-06 dated September 28, 2006.
- b. RBI/2010-11/25DNBS(PD) CC No185/03.10.042/2010-11 dated July 1,2010
- c. RBI/2011-12/470 dated March 26,2012
- d. RBI/2012-13/416 dated February 18, 2013
- e. RBI Master Circular: RBI/2015-16/16 dated July 1, 2015.
- f. RBI Master Direction DNBR.PD.008/03.10.119/2016-17 September 01, 2016

This code is applicable in respect of all services/ products/ loans and facilities etc. sourced or serviced by the Company directly.

Pursuant to above Circulars, the Company has framed the FPC and the same has been approved by the Board at its meeting held on 12th August 2022.

Objective:

- Promote good and fair practices by setting standards in dealing with the customer.
- Lay down a comprehensive guidelines on code of conduct in order to achieve organization's limited objectives of giving loan to corporates.
- Ensuring effective dissemination of code of conduct throughout the organization and stake holders.
- Benefiting the clients by inculcating/ingraining the values of code of conduct into the fabric of the organization.

Integrity And Ethical Behaviour

- I.** Strong systems and promote good governance practices within the organization.
- II.** adhere to the Fair Practice Code, Client Protection Principle, and Code of Conduct.
- III.** All the compliances shall be regularly audited and presented in the 'Board' meeting.
- IV.** Design appropriate policies and operating guidelines.

Declarations and Commitments

- a. The Company shall provide assistance to the borrower to understand and interpret the financial schemes and products being offered and their appropriateness for individual or class of customers by making available information and appropriate disclosures in writing and orally in the languages understood by the customer. All such disclosures will also be made and periodically updated on the Company's website.
- b. Accurate and timely information with respect to terms and conditions, costs, rights and liabilities shall be provided.
- c. The Company shall promptly redress any customer complaint within timelines committed under its grievance redressal mechanism.

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- d. The Company will not discriminate between customers on the basis of gender, race, caste, creed or religion.
- e. The Company shall maintain confidentiality except under the following circumstances.
 - To provide the information if required under statute or regulation,
 - Mandated duty to reveal the information to the public,
 - If the Company is required to provide this information (e.g. fraud prevention) to Banks / Financial Institutions / Our Group and Associate Companies providing Business Support services,
 - The Company will not use this reason for giving information about customers to anyone else for marketing purposes.

Transparency

- I.** disclose complete information to the clients, regarding the loan products and interest and repayment schedule.
- II.** Disclose Rate of interest. risks covered and any other charges or fees howsoever described.
- III.** Declare all interest and fees payable as an all-inclusive Annual Percentage Rate (APR) and equivalent monthly rate.
- IV.** The Company shall avoid overfinancing.
- V.** All loan applications would be properly analysed and put up to the Share Transfer and Investment committee for approval.

Conclusion

The Company shall comply with RBI regulations.

It reserves the right to amend this code based on the guidelines of the RBI.