

## **Fair Practices Code & Customer Grievance Redressal Mechanism adopted by Hindusthan Microfinance PvtLtd.**

Hindusthan Microfinance Private Limited (hereon referred as HMPL) a registered NBFC with RBI (Reg no B-13.01761), is a private limited company that has been established since the year 2008. It operates exclusively to provide enterprise-based income generation loans to people from low-income stratum of society within Maharashtra. It has been providing customized products that suit client needs within the urban slum areas of Mumbai and Pune city.

The Reserve Bank of India has issued its circular dated September 28, 2006; May 24, 2007; October 10, 2007; January 2, 2009; April 24, 2009; March 26, 2012 and February 18, 2013 issued guidelines on Fair Practices Code (FPC) for all NBFCs to be adopted by them while doing lending business. The guidelines inter alia, covered general principles on adequate disclosures on the terms and conditions of a loan and also adopting a non-coercive recovery method.

As per this directive, HMPL has adopted the following Fair Practices Code so as to reinforce the commitment to fair practices in lending, transparency to customers and ethical standards in business practices and relationship with customers.

The Fair Practices Code is displayed in all our branch offices, the Head Office as well as the Company website [www.hindusthanmfi.com](http://www.hindusthanmfi.com) The effective rate of interest charged and the grievance redressal system set up by the HMPL is also prominently displayed in all its offices and in the literature issued by it (in vernacular language) and on its website.