
Group Loan Most important terms and conditions (MITC) w.e.f 1st January 2021

Jana Small Finance Bank (JSFB), is a scheduled commercial bank that is providing financial inclusion services in the both urban and rural areas through its wide range of financial products and services. It considers its customers' opinions in designing products and processes. In order to facilitate providing its products and services to the customers through efficient and transparent process on the basis of technology, JSFB has opened branches in appropriate places. JSFB provides its customers products and services of better value at affordable price in accordance with the guidelines of the Reserve Bank of India. JSFB has the faith of upholding the principles of safeguarding its customers' interest and fair practices. JSFB encourages customers to understand the code of conduct that it practices.

1. JSFB provides Joint Liability Group Loan to eligible customers on the basis of below mentioned broad principles:

- a. Terms and conditions document will be given to the customers in the language of the country. Customers will be given training on their rights and responsibilities through the process of registration.
- b. Relevant documents will be obtained from customers for appropriate KYC process and other information related to repayment capacity will be collected to complete the process of loan approval.
- c. JSFB will not make any other products or services compulsory other than the registration in the timebound Group Life Insurance Scheme for the purpose of life insurance to borrower and co-borrower during the period of the debt.
- d. In case, if customers wish to avail products or services of other companies that are provided through JSFB, then such products or services are subject to the terms and conditions imposed by that company. These services are subject to the complete discretion of the company that is providing the services.
- e. JSFB assesses repayment capacity of the customers, financial condition of the family and the purpose of the loan. JSFB actively depends on the Credit Bureau Report to avoid the burden of excess loan on customers.
- f. JSFB provides appropriate training to its staff to behave decently and respectfully, to behave in a manner not to damage their religious feelings while dealing with the customers.
- g. JSFB considers the information collected from customers as confidential and written consent will be obtained from customers to share such information with the Credit Bureau or with other concurrent companies to facilitate customers to get benefits / services from them.
- h. JSFB encourages customers to share their experiences or complaints about its services. To facilitate resolution of customers' complaints in time, a well defined complaint management process is available at branches of JSFB or through toll free telephone number.

2. Terms and conditions for Group Loan as described in the Loan Sanction Letter also are as follows:

- a. Rate of interest: As mentioned in the Sanction letter
- b. Processing fee: As mentioned in the Sanction letter.
- c. Foreclosures/Partial Pre-payment Charges/ Security Deposit/margin money: NIL
- d. JSFB issues appropriate collection details for every payment made by the customers.
- e. JSFB will not obtain any security or deposit amount to issue Group Loan.
- f. Schedule Type: For all the Group loans disbursed on or before 7th of any month, the repayment shall commence from the immediate next month and for all small group loans disbursed after 7th of any month, the repayment shall commence from the subsequent next month.
- g. Life insurance: The settlement of insurance claims is at the sole discretion of (Insurance Company– M/S« _____ ») and neither Jana Small Finance Bank nor its officers shall be liable for rejections of claims on any grounds whatsoever;
- h. It has been made clear hereby that in this life insurance facility, rewarding the 'Death claim' is left to the complete discretion of (Insurance Company– M/S« _____ »). which is providing the insurance and JSFB or its officials will in no way be responsible for rejection of 'Death claim' for any reason.
- i. JSFB will defer recovery of loan given in violation of **the above mentioned** regulation till all prior existing loans are fully repaid

3. Other terms and conditions:

- a. All members of the Group should repay the amount on the repayment date without fail.
- b. All members should attend the meeting as specified and repayment schedule / Pass card while making repayment.
- c. Members should personally be present during the meeting. During emergency conditions, members should inform the centre head in advance and should take leave by arranging an alternate person.
- d. If for any reason, one or more members are not able to make repayment of monthly installment, other members of the batch should repay that amount in the meeting on the specified date without fail.
- e. Borrower/s and Co-borrower hereby agrees & authorizes to share the details of his/her information to CIC/credit bureau; any of the associates of JSFB to facilitate the customer to derive the benefits of purchases/availing services from any of such associates
- f. Collections/administration: The Borrower/s and Co-borrower expresses, recognize and accepts that JSFB shall, without prejudice to its right to perform such activities itself or through its officers or employees, be entitled and full power and authority to appoint one or more third parties, as JSFB may select, and to delegate to such third-party all or any of its functions, rights and powers under this loan relating to administration of the Loan including the rights and authority to collect and receive on behalf of JSFB from the Borrower the pre-monthly repayment installments, monthly installments and other amounts due by the Borrower/s under this loan and to perform and execute all lawful acts, deeds, matters and things connected therewith and incidental thereto including sending notices, contacting the Borrowers, receiving cash/cheque/drafts/mandates from the Borrower/s and giving valid and effectual receipts and discharge to the Borrower/s. For any collection related complaints, customers are advised to contact their nearest JSFB branch or the Toll Free No. : 1800 4200
- g. Interest rate on loans are subject to periodic revision and all changes in interest rate shall be applicable prospectively only and not retrospectively.
- h. The proceeds of loan or activities covered under the loan shall not be used for any prohibited activities under environmental laws of the country.
- i. The Borrower/co-borrower irrevocably undertakes that the financial assistance obtained from JSFB will not be used to carry out any activity prohibited under the environmental laws of the country. In case any of the activities carried out by the borrower/s is barred under environmental law either through an amendment or legislation, borrower/s and Co-applicants undertake to notify JSFB immediately and stop the activity forthwith.
- j. I/We undertake to comply with the provisions of Child Labour (Prohibition and Regulation) Act 1986 and all its subsequent amendments.
- k. Interest rate on the facility will remain fixed for the entire tenor of the facility from the date of first disbursement and is linked MCLR. The rate of interest payable by the Borrower/s shall be subject to changes based on guidelines /directives issued by RBI to banks from time to time/money market condition. The Borrower/s also note and acknowledge that Bank is obliged to give effect to any revision of interest rates, whether upwards or downwards, on all existing advances/financial assistances as per the RBI guidelines/directives.
- l. Any payment made towards the loan account shall be appropriated only on the due date. Interest on loan will be applied on the outstanding amount at the beginning of the month till the due date. In case a customer wishes to do pre-payment of the loan, please follow the specific process of pre-payment.
- m. Borrowers acknowledge that on account of delay or default of EMI/changes in internal or regulatory guidelines, the amount of auto-deduct through SI may vary, and I/we hereby unconditionally and irrevocably authorize to raise debits of such amounts.

Signature of Borrower.....