

CLC MICROFINANCE – Key Fact Document

Product or Service	Financial and other benefits	Fees /charges, commission, interest	Procedure to be followed	Major Terms and conditions	Complaint Procedure
Property Mortgage	<p>Proposed 3 categories.</p> <p><u>Category 1</u> Three-member group with three separate securities (Property or vehicle)</p> <p><u>Category 2</u> Three-member group with two separate securities (Property or vehicle)</p> <p><u>Category 3</u> Three-member group with one security (Property or vehicle)</p> <p>Payment period of loan 12 - 48 months</p> <p>Loan amount starts from Rs. 250,000 – 750,000.</p> <p>Compulsory saving amount will be 3% from the loan amount. And this savings amount to be kept in the</p>	Fix interest rate - 26%	<p>Collect documents and credit appraisal by MA</p> <p>Property valuation by MA</p> <p>Valuation confirmed by BM or ZM</p> <p>Title report</p> <p>Re-appraisal done by BS</p> <p>BM approval subject to DA limits</p> <p>Voucher created by BOA</p> <p>Disbursement done by teller</p> <p>Credit file send to CPU for required data entries and to complete the file.</p>	Customer must visit the branch to do the monthly payment.	<p>Customer can complaint direly through common hotline</p> <p>Customer visit the branch and can drop the complaint to the complaint box</p> <p>Customer can visit the head-office with the complaint.</p> <p>Can direct to financial ombestment if the above methods do not work.</p>

	<p>savings account throughout the loan period. Interest rate for savings is 7% per annum.</p>		<p><u>If exceed the DA limits</u></p> <p>Collect documents and credit appraisal by MA</p> <p>Property valuation by MA</p> <p>Valuation confirmed by BM or ZM</p> <p>Title report</p> <p>Re-appraisal done by BS</p> <p>Refer to Head-office credit department for approval</p> <p>Inform through and email to relevant branch to complete the file</p> <p>Re-confirmation</p> <p>Approved credit file</p> <p>Task list</p> <p>Refer to finance department to disburse the loans proceeds</p>		
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			<p>Task list</p> <p>After disbursement credit file to be returned to HO-OP</p> <p>Complete the task list (Post disbursement)</p> <p>End of the process</p>		
Mini Private Groups	<p>Targeting the customers who do not want to participate the public centre meetings. But who need of credit with more privacy in financial matters.</p> <p>Payment period of loan 12 - 36 months</p> <p>Loan amount starts from Rs. 105,000 - 250,000.</p> <p>Compulsory saving amount will be 5% from the loan amount. And this savings amount to be kept in the savings account throughout the loan period. Interest rate for savings is 7% per annum.</p>	Fix interest rate - 35%	<p>Conversing the product</p> <p>Credit appraisal.</p> <p>Collect the relevant details and documents from customers who selected.</p> <p>Customer visit the branch to collect the loan amount.</p> <p>Create the voucher for the approved file</p> <p>Loan disbursement</p> <p>Send the file to CPU</p> <p>Contract activation from CPU.</p>	Customer must visit the branch to do the monthly payment.	<p>Customer can complaint direly through common hotline</p> <p>Customer visit the branch and can drop the complaint to the complaint box</p> <p>Customer can visit the head-office with the complaint.</p> <p>Can direct to financial ombestment if the above methods do not work</p>

			Archive the file		
Government Sector Loans	<p>The product aims to government sector employees who belong to middle and low income segments of the population.</p> <p>Loan period – 12 - 36 months</p> <p>Loan amount starts from Rs. 105,000 - 500,000.</p> <p>Compulsory saving amount will be 5% from the loan amount. And this savings amount to be kept in the savings account throughout the loan period. Interest rate for savings is 7% per annum.</p>	Fix interest rate - 29%	<p>Conversing the product</p> <p>Credit appraisal.</p> <p>Collect the relevant details and documents from customers who selected.</p> <p>Customer visit the branch to collect the loan amount.</p> <p>Create the voucher for the approved file</p> <p>Loan disbursement</p> <p>Send the file to CPU</p> <p>Contract activation from CPU.</p>	Customer must visit the branch to do the monthly payment.	<p>Customer can complaint direly through common hotline</p> <p>Customer visit the branch and can drop the complaint to the complaint box</p> <p>Customer can visit the head-office with the complaint.</p> <p>Can direct to financial ombestment if the above methods do not work</p>

Three-Wheelers	<p>Payment period 12 months to 60 months.</p> <p>Only for Bajaj/TVS and Piaggio Three Wheelers.</p> <p>Lease and Loan facilities</p> <p>Brand new and registered three wheelers</p> <p>Credit facility is strictly against collateralized vehicle and other additional securities.</p>	<p>Apply prevailing ALCO Rate.</p> <p>Fix interest rate</p> <p>No structure leases</p>	<p>First level of physical verification by the borrower to establish the condition and price of the vehicle.</p> <p>obtains details of customer and checks the details against CRIB system and SDN sanctioned list to ascertain the customer's credit standings including defaults and to clear the name against the sanctioned list.</p>	<p>Payment to be made on monthly basis</p>	<p>Customer can complaint direly through common hotline</p> <p>Customer visit the branch and can drop the complaint to the complaint box</p> <p>Customer can visit the head-office with the complaint.</p> <p>Can direct to financial ombestment if the</p>

			<p>Ensure facilities are considered or rejected based on initial data collated for the customer.</p> <p>ME obtains the Sales Price/Invoice price of the vehicle and verifies two important factors. (A) Whether the Model is within the valuation range previously approved as guidance and (B) Whether the facility versus customer's initial deposit is within the 70% credit limit Mandated by the regulators.</p> <p>First level of physical verification of the condition of the vehicle and to satisfy that the subject machine is maintained at an acceptable level.</p>		above methods do not work
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			<p>establish the identity of the customer (Know Your Customer Policy) and discuss about his contribution and repayment methods and establish the borrower's background.</p> <p>ME also inform the client regarding the other requirements associated with the loan documentation.</p> <p>Conducting satisfactory inspection of the condition of the subject vehicle, ME request the Valuer for a physical verification of the vehicle followed by an independent valuation report from our in-house valuer or valuer from the vendor approved list other than the brand new three wheeler).</p> <p>ME diligently visit customer's resident to establish the borrower's</p>		
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			<p>permanent residency indicated in the documents to ascertain the authenticity of the customer declaration.</p> <p>ME key-in all pertinent details into the system and prepares for credit proposals and send the required details and supporting documents to the Branch Manager for approving the facility.</p> <p>Upon ensuring the completeness of loan documents, security documents, credit approval, valuation provided by the approved dealer supported by vendor invoice and payment of Offer Charge, will execute the 'Delivery Order' and despatch the Delivery Order to the Dealer to release the vehicle.</p>		
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