



Borrower Consent Cum Application Form

(Application for Joint Liability Group Loans)

Borrower Name

I have applied for a group Loan amounting to INR _____ at the interest rate of _____ per annum on the reducing balance basis.

I, the Applicant (or "the Borrower" in case the loan is sanctioned) agree and acknowledge that:

1. All particulars and information given in the application form including details of income and expenses is true, correct and complete and no material information has been withheld/suppressed from Shivalik Small Finance Bank Limited ("Bank"). I shall furnish such additional writing as may be required in connection with the financial assistance/s required by me/us. I also authorize Bank to check references about me from any bank/persons.
2. I have read/ been read to and made to understand the Terms and Conditions of this application and hereby agree to and accept the same. I further undertake to have the aforesaid all the guarantors to execute necessary documents as may be required by Shivalik Small Finance Bank Ltd from time to time. The Terms and Conditions along with the details set out in this Loan Application and the annexes to this Loan Application shall become a binding agreement between Shivalik Small Finance Bank Ltd and us with effect from the later of the date of sanction of the Loan Application and/or the date of disbursement of the said loan wholly or partially.
3. All the other information is captured digitally and is understood by me/we. The digitally captured information is integral part of this loan application.
4. Receipt of this Loan Application does not in any manner whatsoever obligate Shivalik Small Finance Bank Ltd to grant the said loan, which shall be at the sole discretion of Shivalik Small Finance Bank Ltd. I hereby agree that the sanction and disbursement of the facility will be at the sole discretion of the Bank and the Bank has the right to reject my application without furnishing any explanation to me. Any expenses incurred till such time regarding various documents shall be borne by me and the Bank will not have any liability towards the same.
5. The Applicant undertakes that the information provided to Shivalik Small Finance Bank Ltd during enrolment is true & correct and the Enrolment Declaration Form signed by them shall be binding on them.
6. I/ We do hereby agree and give consent for the disclosure by Shivalik Small Finance Bank of all or any such :
 - a) information and data relating to us
 - b) the information or data relating to any credit facility availed of/to be availed by us and
 - c) default, if any, committed by us, in discharge of our such obligations, as the Bank may deem appropriate and necessary to disclose and furnish to Credit Information Companies(CIC) and any other agency authorized in this behalf by RBI
7. I/We declare that the information and data furnished by us to the Bank are true and correct.
8. I/We hereby declare that the details furnished in the application are true and correct to the best of my/our knowledge and in case any of the above information is found to be false or untrue or misleading or misrepresenting, I/We are aware that I/We may be held liable for it.
9. I/We undertake that:
 - a) CIC and any other authorized agency may use, process the said information and data disclosed by the Bank in the manner deemed fit by them; and
 - b) CIC and any other authorized agency may furnish for consideration the processed information and data disclosed, or products thereof prepared by them, to Bank's / Financial Institution's and other Credit Grantors or Registered Users, as may be specified by the RBI in this behalf.
10. My personal / KYC details may be shared with Central KYC Registry and/or with statutory authority as required by them.
11. I hereby consent to receiving information from Central KYC Registry through SMS/Email on the provided registered number/email address
12. I/We certify that the information provided by us in this application form is true in all respects and that this shall form the basis of any facility / service that the Shivalik Small Finance Bank (the Bank) may decide to grant to us at its sole discretion. I/We also understand that the Bank reserves the right to seek any information from any source or to give any information and / or assign any work to any third party at its sole discretion. I/We further agree that the facilities that may be provided to us shall be governed by the rules of the Bank that may be in force from time to time. I/We will be bound by the terms and conditions of the facility that may be granted to us.

13. ☐ I do not have Permanent Account Number and my/our estimated total Income (including income of spouse, minor, child)etc. as per section 64 of Income Tax Act, 1961) computed in accordance with the provision of Income Tax Act 1961 ("Act") will be less than the minimum taxable income under the Act.
14. Processing fees of 2% of loan amount (non-refundable) will be charged for loan amount more than Rs 50,000/- and the interest rate is charged on reducing balance method (governed by the EBLR based pricing policy of the bank).Other Charges – Other Charges including but not limited to statutory charges, such as stamp duty on documentation etc., as applicable are payable on actual basis and any other charges as communicated to the customer by the Bank. Goods and Services tax (GST) will be charged extra as per the applicable rates, on all the charges and fees (wherever GST is applicable)
15. I hereby give my consent to Shivalik Small Finance Bank, to collect the repayment of the Loan as per below selected repayment frequency.

Monthly ☐ Fortnightly ☐ Weekly ☐

16. I/We agree(s) that in case of non-payment of dues, in case of any facility availed from the Bank and consequently the account is to be classified as NPA, all other loan accounts of the Borrower, with the Bank also shall be classified as NPA as per the guidelines issued by RBI and is shall entitle the Bank to recall all such loans/facilities availed by the same customer from the Bank, irrespective of the regular repayment in such accounts.
17. I/ we understand and agree that the Bank shall, without prejudice to any other agreement, at its sole discretion, be at liberty to recover any overdue from my existing Saving account/Recurring Deposit/Fixed Deposit maintained with the Bank towards payment of the dues under loan granted by the Bank to me.
18. The proceeds of the facility shall not be used for investment in a small savings scheme, capital market, purchase of gold in any formincluding primary gold, gold bullion, gold jewelry, gold coins, units of gold ETF and mutual funds.
19. I/We agree(s) that the Bank loan may not be utilized by the JLG for financing a defaulter member to the bank.
20. I am not a Politically exposed person/not related to politically exposed person.
21. No Commitments have been made to me by Bank and any of its representatives regarding the loan quantum/sanction process (or) promised any deviation/waivers. Further I have not given/made any payment in cash, bearer cheque or kind along with or in connection with this loan application to any representative of Shivalik Small Finance Bank or any other representative."
22. I confirm that no insolvency/winding up/dissolution proceedings or any other criminal proceedings have been initiated and/or are pending against me and that I have never been adjudicated insolvent by any court or other authorities, or a receiver, administrator,trustee or similar officer has been appointed for our assets."
23. I do not suffer from any statutory or legal infirmities, and I can enter into a binding agreement.
24. I agree to receive SMS alerts/Phone calls related to my/our application status, account activity, service calls (including collections,advisories and educational/informative messages), regulatory updates as well as product use messages/calls that the Bank will send
/Make, from time to time, on my/our/phone number(s) as mentioned in the application form
25. FATCA: I understand, agree and hereby confirm that I am a citizen and permanent resident of India and subject to the tax regime of India.
26. The Fair Practice code applicable for is available on Banks website.Fair-Lending-Practice-Code-Policy.pdf (shivalikbank.com)
27. I am not a director/ senior official of a Lender Bank or any other bank. I am not a relative* of any of the directors/ senior official of Lender Bank.
28. I hereby declare that I am not involved in any criminal activity, and there are no Criminal proceedings currently ongoing against me.
29. I/We undertake that
- Shivalik Small Finance Bank may verify and authenticate my/our Aadhaar number during processing my/our application for legitimate Business purposes.
 - The Bank may share my Aadhaar related details/information with regulatory/ statutory bodies as and when required.

Thumb Impression/
Signature of Applicant

Date

**(Close relative means: Husband/Wife, Father, Mother (including Stepmother), Son (including Stepson), Son's Wife, Daughter (including Step Daughter), Daughter's Husband, Brother (including Step Brother), Brother's Wife, Sister (including Step Sister)

AADHAR SEEDING/LINKING AND RECEIVING DBT BENEFIT CONSENT:

☐ I, hereby give consent to Shivalik Small Finance Bank to open my Savings Bank account

I, hereby, authorize Shivalik Small Finance Bank to Linking/Seeding of Aadhar with my Savings Account for receiving Direct Benefits.

I submit my Aadhaar number and voluntarily give my consent to:

- Use my Aadhaar Details to authenticate me from UIDAI.
- Use my Mobile Number mentioned below for sending SMS Alerts to me.
- Link the Aadhaar Number to all my existing/new/future accounts and customer profile (CIF) with your Bank.

OPTION FOR RECEIVING DBT BENEFITS (TICK ONE)

I ☐ wish to seed my account No. _____ with NPCI mapper to enable me to receive Direct Benefit Transfer (DBT) including LPG Subsidy from Govt. of India (GOI) in my above account. I understand that if more than one Benefit transfer is due to me, I will receive all the benefit transfers in the same account **(for customers who have not so far seeded account with NPCI Mapper)**.

☐ I already have an account with _____ (name of Bank) having IIN Number** _____ and seeded with NPCI Mapper for receiving DBT from GOI. **I request you to change my NPCI mapping (DBT Benefit Account) to my account with your Bank.**

☐ I already have an account with another bank _____ (name of Bank) having IIN Number** _____ and seeded with NPCI Mapper for receiving DBT from GOI. **I do not want to change my NPCI mapping (DBT Benefit Account) from the existing Bank.**

☐ I do not wish to seed my accounts from your Bank with NPCI Mapper **(I will not be getting DBT)**.

Nomination ____ Yes ____ No. I Declare that I do not wish to make nominations in my account.

Nomination Form DA-1: Nomination under sec. 45ZA of the banking regulation Act 1949 and rule 2(1) of the Banking Companies (Nomination) Rules, 1985 in respect of bank deposit

I/We Nominate the following person to whom in the event of my /our/ minor's death the amount of deposit in the above account may be returned by Shivalik Small Finance Bank _____ Branch.

Name	Address	Relationship with Depositor if any	Age	If Nominee is a minor, his/her date of birth

As Nominee is minor on this date, I/we appoint Mr./Mrs. _____ (Name and Address)
To receive the amount of deposit in the account on behalf of the nominee in the event of my/our/minor's death during the minority of the nominee. Name, Signature, addresses of two witnesses, if thumb impressions obtained

Signature(s)/ Thumb impressions of Depositor(s)

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DECLARATION FOR ASSESSMENT OF HOUSEHOLD INCOME:

I/We hereby authorize and give consent to Shivalik Small Finance Bank to disclose, without notice to me, information furnished by me in application form(s)/related documents executed in relation to the Loan from Shivalik Small Finance Bank Limited availed by the Applicant, to the Bank's other branches/subsidiaries/affiliates/Credit Bureaus/Rating Agencies, Services Providers, banks/financial institution, governmental/regulatory authorities or third parties for KYC information verification, credit risk analysis, or for other related purposes that Shivalik Small Finance Bank may deem fit. I/We confirm that all particulars and information given in the application form including details of income and expenses are true, correct and complete and no material information has been withheld/suppressed from Shivalik Small Finance Bank Limited.

Particular	Family Member 1	Family Member 2	Family Member 3	Family Member 4	Family Member 5
Name					
Relation withBorrower					
ID Number					
Thumb Impression /Signature					

CUSTOMER ACKNOWLEDGEMENT – JLG LOAN

Name of Applicant _____ Loan Amount Applied _____ Loan Application ID _____

Shivalik Small Finance Bank Ltd. acknowledges receipt of the above-mentioned loan application form. The said loan application form shall be scrutinized by the Bank within the next 30 working days from the receipt of application. Receipt of this Loan Application does not in any manner whatsoever obligate Shivalik Small Finance Bank Ltd to grant the said loan, which shall be at the sole discretion of Shivalik Small Finance Bank Ltd.

Name

Date

Bank Official's Signature

Consent For Udyam Registration (If Applicable)

Registration with the Ministry of MSME, Govt. of India, can help micro-enterprises in improved access to bank credit and other government services. Government has approved a special process through which banks can help their micro-enterprise customers to obtain Udyam Registration Number by sharing their basic information (including Aadhaar) with Udyam Assist Platform (www.udyamassist.gov.in).

☐

I/We provide consent to Shivalik Small Finance Bank for sharing my required information, for getting Udyam Registration.

Borrower Name: _____

Thumb Impression/
Signature of Applicant



SANCTION LETTER

Application No

Loan Account No:

BC Branch:

Dear Sir/Madam,

Date:

Thank you for choosing to go to the bank with Shivalik Small Finance Bank. Your loan details are available in Factsheet available in Loan Card

Borrower Name		Husband/FatherName		Customer ID	
Group Name		Centre Name		Basic Saving Bank DepositAccount No	

I being the member of the group and accept the guarantee of all other group members as named below:

S.No	Member Name	Loan account number	Loan Amount

With reference to your application requesting to grant credit facilities and further clarification and correspondence, we are pleased to advise the sanction of Loan amount as mentioned in the Factsheet. The instalment payable by you is stated in the Loan Card separately provided at the time of loan document execution and factsheet. This facility is subject to the terms and conditions stated in loan application and payment of charges specified in the Factsheet mentioned in Loan Card.

Please note your Customer ID is unique for all your accounts with us. Your account offers you a range of exclusive services basis the account type chosen by you. Information on our products and services, terms & conditions and schedule of charges is available in vernacular language on our website www.shivalikbank.com.

Please pay only to the authorized person of Shivalik Bank or to the officials of the Bank appointed Business Correspondent.

Yours Faithfully,

For Shivalik Small Finance Bank Limited

Authorised Signatory

**Signature/
Thumb impression of borrower**

Terms & Conditions of Joint Liability Group ("JLG")

Condition Specific Loan:

1. I/We have had availed the credit facility ("Loan") from Shivalik Small Finance Bank Limited (the "Bank"), under the Joint Liability Group (JLG) loan program I /We shall be jointly and severally liable to repay the loan along with interest thereon and other charges/ cost/ expenses as specified in the loan application and other related documents (collectively referred as "Loan Document"). The interest shall be levied on a monthly reduced balance basis.
2. These terms and conditions shall begin on the date of disbursement of the Loan and shall remain in effect until repayment of the entire Loan by all the Borrowers of the group / center, or unless terminated earlier by the Bank.
3. The Loan shall be utilized for the purpose mentioned in the application form and for which it is sanctioned by Shivalik Small Finance Bank Limited. The Borrower shall not use the Loan for any speculative purpose or purpose other than that stated in the loan application.
4. The Borrower covenants with the Bank to pay Interest on the Loan and such a sum may be due by the Borrower to the Bank at such a rate per annum as mentioned in the Application form till all the Borrower's Dues are repaid by the Borrower. Interest in the Facility shall begin to accrue from the date of first disbursal of the Facility.
5. The last installment may vary depending upon the date of disbursement and/ or additional interest or any other adjustment, if any.
6. The interest rate determined shall be subject to revision and shall be reset depending upon change in the EBLR based lending rate of the Bank or such directions issued by Reserve Bank of India from time to time.
7. All Interests and all other charges, including any interest on costs, charges, expenses, foreclosure charges (if any) shall accrue from day to day and shall be computed on the basis of a year of 365 (three hundred and sixty-five) days and actual number of days elapsed.
8. It is the responsibility of the Borrower to make the timely payment of the Loan and abide by the terms and conditions of the loan. Timely payment is the essence of the loan.
9. Pre-payment of the Loan may be made by the Borrower without any charge, or additional interest.
10. I/We agree that the Bank may share all information related to the Loan including existing loans, repayment history with any of the other banks, credit bureaus, service providers, statutory and regulatory authorities. I agree that Credit Information Companies (CICs) or any other agency so authorized may use/process the said information and data disclosed by the Bank in the manner as may be deemed fit by them. CICs or any other agency so authorized may furnish for consideration the processed information, data and products thereof prepared by them to banks, Financial Institutions ("FIs") or other credit granters or registered users as may be specified by RBI in this behalf.
11. The Bank shall be entitled to make or cause inquiries of such nature as the Bank may deem fit to be aware of the creditworthiness of the Borrower. The Bank shall be further entitled to call for such credentials from the Borrower as may be required to prove the creditworthiness of the Borrower.
12. The Bank, in its sole and absolute discretion, may renew/ enhance the limit of the Loan granted or to be granted to your basis the customer request. The Bank reserves the right to discontinue the facility and to withhold/ stop any disbursement without giving any notice in case of non-compliance/breach of any terms and conditions stipulated herein and from time to time also in the relevant documents or any information/particulars furnished to the Bank is found to be incorrect or in case of any development or situations in the opinion of the Bank, its interest will be/ is likely to be prejudicially affected by such continuation or disbursement. The Bank's decision shall be final and binding on the borrower.
13. The Borrower(s) shall attend the meetings/ camps at a mutually agreed designated place with Bank and/ or its representatives. In the event Borrower fails to attend the meeting on two or more successive occasions, Bank and /or its representatives may visit Borrower's place of residence /work to collect all outstanding amounts, due and payable by the Borrower to the Bank.
14. The Borrower further agrees that the Bank shall at any time and from time to time be entitled to change the rate of Interest, Additional Interest and/or periodicity of charging interest etc. as mentioned herein at any time by displaying the same on the website of the Bank (www.Shivalikbank.com) or in the local newspapers or notify such changes to the Borrower by any other mode of communication as Bank may deemed fit and shall thereafter be entitled to charge interest at the changed rate / rests as if the same was part of the Loan Documents.
15. In case of surrendering of Insurance Policy as decided by Bank, I/we authorize the Bank to apply the surrender towards dues payable by me in the new loan account.
16. In an Event of Default, the Bank has the right to recover from other group / center members on non- payment by any one of the Borrowers.
17. The occurrence of any of the following events shall constitute an 'Event of Default':
 - a. If the Borrowers fail to pay any sum whether towards principal or interest or otherwise due from it under this JLG facility at the time stipulated herein and, in the manner, specified herein or in accordance with the terms of any document executed in pursuance hereof.
 - b. If the Borrowers default in the performance of any other covenants, conditions or agreements under this JLG facility or

any other agreement between the Borrower and the Bank

- c. If any information given by the Borrower in its Loan application to the Bank for Loan or any representation is found to be misleading or incorrect or any material fact/ information is suppressed or concealed.
 - d. If the Borrower is unable generally to pay its debts as they fall due, in the light of financial difficulties or in contemplation of any default or makes a general assignment for the benefit of or a composition with its creditors or admits or is ordered to pay any liability and such liability is not paid when due (provided that for the avoidance of doubt any reference in this sub-clause to any indebtedness shall not include any Indebtedness which is being disputed and in respect of which no court order has been made against the Borrower to pay such indebtedness);
 - e. Any guarantee or indemnity given by the Borrower not honoured when due and called upon on the Borrower;
 - f. If the Borrower fails to furnish information/documents as required by the Bank.
 - g. If the Borrower ceases or threatens to cease to carry on the business it carried on at the date hereof;
 - h. If the Borrower takes any action or any legal proceedings are started or other steps taken for (i) the Borrower to be adjudicated or found insolvent or bankrupt, or (ii) the appointment of a liquidator, administrator, trustee or receiver or similar officer of the Borrower or the whole or any part of its undertaking, assets and properties;
 - i. If the Borrower repudiates this Loan or does or causes to do any act or thing evidencing an intention to repudiate this Loan;
 - j. If there occurs any event which in the opinion of the Bank is prejudicial to the interest of the Bank or in the sole opinion of the Bank is likely to materially affect the financial condition of the Borrower or its ability to perform all or any of its obligations under this Loan and to comply with any of the terms of this JLG.
 - k. If the Borrower misuses the Loan or any part thereof for any Purpose other than for which the Loan has been sanctioned.
 - l. If any consent, authorisation, approval or license of or registration with or declaration to governmental or public registration with or declaration to governmental or public bodies or authorities required by the Borrower in connection with the execution, delivery, validity, enforceability or admissibility in evidence of this JLG Lending or the performance by the Borrower of its obligations hereunder is modified in a manner unacceptable to the Bank or is not granted or revoked or terminated or expires.
18. If one or more of the events specified hereinabove shall have occurred, then the Bank by a written notice to the Borrower may declare the principal and all accrued interest on the Loan that may be payable by the Borrower under or in terms of this JLG lending and/or any other agreement/s, documents, subsisting between the Borrower and the Bank as well as all other charges and dues to be due and upon such declaration the same shall become due and payable forthwith enforceable, notwithstanding anything.
 19. The Bank shall also be entitled to recover from the Borrower any other charges or costs incurred, or claims suffered by the Bank in connection with the Loan, including on account of execution and stamping of the Loan Documents or security creation pursuant to the Loan.
 20. The Borrower shall, without prejudice to any other right of the Bank, indemnify the Bank against and pay and reimburse to the Bank any losses, costs, charges or expenses which the Bank shall certify as having sustained or incurred by it as a consequence of the occurrence of an Event of Default or otherwise in connection with the Loan.
 21. The Borrower will keep the Bank informed of the happening of any event likely to have a substantial effect on its business or profit. If, for instance, the monthly income is substantially less than what had been indicated to the Bank, the Borrower will inform the Bank accordingly with explanations and the remedial steps proposed to be taken.
 22. That the Borrower has paid all public demands such as, Income Tax and all other taxes and revenues payable to the Government of India or to the Government of any State or to any local authority and that at present there are no arrears of such taxes and revenues due and outstanding.
 23. I/We hereby accept to carry out the e-KYC authentication for account opening and the same shall be construed as an acknowledgement for acceptance of sanction letter and accordingly the date and time stamp of e-authentication shall be captured in the sanction letter.
 24. All the aforementioned terms and conditions have been explained to me in the language understood by me.
 25. The instalment payable by you is stated in the Loan Card. This facility is subject to the terms and conditions states in loan application and payment of following charges by you.
 26. The Borrower shall bear all such imposts, duties and taxes (including interest, stamp duty and other taxes, if any) as may be levied from time to time by any government or other authority with the sanction of law, pertaining to or in respect of the Loan. All incidental expenses like stamp duty, insurance premium, collection/recovery charges, lawyers fee and other charges if any that arise in connection with the Loan shall be borne by the Borrower.
 27. Any time during the currency of the Loan, without any prior intimation to the Borrower, the Bank may, in its sole discretion, cancel the Loan and withhold/stop any disbursement. The Bank by a notice in writing to the Borrower and without prejudice to its rights and remedies available under the terms of the Loan, may call upon the Borrower to pay all the Borrower's dues in respect of the Facility and/or exercise its right of Set-Off. All the provisions of the terms and conditions shall continue to be in full force and effect as herein specifically provided mutatis mutandis till such time all the dues are repaid by the Borrower.
 28. The Loan shall be governed by in accordance with Indian Laws and courts of the city where the Bank is maintaining the Loan account and/or where Loan has been disbursed shall have exclusive jurisdiction. Notwithstanding the above, the Bank reserves the right to initiate/file proceedings in any other Court, Forum or Tribunal in any other city, which may also have jurisdiction over the matter and Borrower hereby consents to this right of the Bank.
 29. I/We understand and agree that any and all claims and disputes arising out of or in connection with the Transaction Documents or its performance shall be settled by arbitration by a single arbitrator to be appointed by the Lender. The venue of the arbitration shall be Noida (U.P). The arbitration shall be conducted under the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re- enactment thereof for the time being in force and the award of such an arbitrator shall be final and binding upon the Borrower and the Lender. Subject to the Arbitration, the courts of Noida, U.P. shall have exclusive jurisdiction.

30. Any notice, demand, statement or communication hereunder (in any form written or electronic) shall be signed by the Bank's officers and delivered physically or electronically and shall be effective on the date of delivery or attempt to deliver at Borrower's last known address.
31. I/we have opened Savings bank account with Shivalik Small Finance Bank Limited. I/We opt-out for issuance of Bank passbook and agree to receive the updated account statement at BC branches, in lieu of passbook updates. The bank will not charge for issuance of such account statement.

32. **FAQ on IRAC PRUDENTIAL Norms**

- a. What is the meaning of the terms 'Dues'?
- The term 'Dues' means, the principal/interest/ any charges levied on the loan account which are payable within the period stipulated as per the terms of sanction of credit facility.
- b. What is the meaning of the terms 'Over Dues'?
- 'Over Dues' means the principal/interest/ any charges levied on the loan account which are payable but have not been paid on or before the period stipulated as per the terms of sanction of credit facility.
- c. What is 'Overdue' in the context of a loan with the lending institution?
- Any amount due to the lending institution under any credit facility is 'Overdue' if it is not paid on or before the due date fixed by the lending institution.
- d. What is a Stressed Account?
- Borrowers are required to pay the EMI/ instalment / interest at periodic intervals as per the terms agreed before availing of the loan. In case such EMI/ instalment / interest dues are not paid on or before the due date on agreed terms, such an account is called as a 'StressedAccount'
- e. What is Special Mentioned Account (SMA)?
- A loan account showing symptoms of stress as evidenced by a default in payment of dues will be classified as 'Special Mention Accounts (SMA)'. Such accounts if not regularized within 90 days get classified as 'Non-Performing Assets (NPA)'.
- f. How SMA are categorized?
- SMA are classified under following Sub-categories as below:

SMA / NPA Categories	Basis for classification – Principal or interest payment or any other amount wholly or partly overdue.
SMA-0	Upto 30 days
SMA-1	More than 30 days and upto 60 days
SMA-2	More than 60 days and upto 90 days
NPA	More than 90 days

- g. What are Non-performing Assets?
- In a credit facility/ies where stress/delinquency/ short comings as indicated below are observed, such borrowal accounts are classified as Non-Performing Assets (NPA).
- i) Interest and/or installment of principal remains overdue for a period of more than 90 days in respect of a term loan.
- h. Give example for classification of a loan as SMA-0, SMA-1, SMA-2 and NPA:
- i) In respect of accounts where EMI/ Installments are payable:
- Example:** *If due date of a loan account is March 31, 2022 and full dues are not received before the lending institution runs the day-end process for this date, the date of overdue shall be March 31, 2022 and the account will be classified as SMA-0 as on 31.03.2022. If it continues to remain overdue, then this account shall get tagged as SMA-1 upon running day-end process on April 30, 2022 i.e. upon completion of 30 days of being continuously overdue. Accordingly, the date of SMA-1 classification for that account shall be April 30, 2022. Similarly, if account continues to remain overdue, it shall be tagged as SMA-2 upon running day-end process on May 30, 2022 and if continues to remain overdue further, it shall get classified as NPA upon running day-end process on June 29, 2022.*
- i. At what periodicity do the lending institutions undertake the classification of Accounts as SMA or NPA?
- Lending institutions undertake the process of classification of accounts as SMA/ NPA on daily basis during the day-end process.
- j. Whether all loan accounts of the borrower is classified as NPA if one of his loan account turns NPA?
- Yes, NPA classification is borrower wise and not account wise. Hence if one loan account of the borrower is classified as

NPA, all other loan accounts of the borrower also will be classified as NPA.

- k. Whether amount paid/deposited during the days is considered during the NPA marking process?
Credits received before the day-end process are considered for calculation of delinquency at the time of undertaking the Asset Classification process. Any credit received subsequently are treated as receipts for the subsequent day.
- l. How are borrower accounts upgraded to regular status after being classified as NPA?
A loan accounts, classified as NPA will be upgraded to Standard Asset only upon regularization of all loan accounts of the borrower having arrears and rectification of attendant irregularities relating to Review/Renewal & Stock & book debts of the borrowal account.
- m. What is the impact of the borrower if account is slipped to Stress/ NPA?
As per the regulatory guidelines Bank has to report Stress/Default /NPA to Central Repository Information of Large Credit (CRILC), Credit Information Companies etc. from time to time which impact the credit history of the borrowers and attendant repercussions.

(Note: It is to be noted that the content of consumer education as stated above is illustrative in nature and as such, the IRACP norms and classifications provided by RBI will prevail for implementation from time to time)

SHIVALIK SMALL FINANCE BANK'S DECLARATION:

33. Shivalik Small Finance Bank Limited may utilise the services of recovery agencies for collection of dues in line with RBI Guidelines. All the members of the staff or any person authorised to represent the Bank will be required to follow fair practices and code of conduct governing their dealings with the Borrowers. The Bank at all times will be accountable for the inappropriate behaviour of its employees and/or employees of the recovery agencies/service providers and will provide timely redressal to the grievances raised by the Borrower.

Conditions Specific to e-KYC:

34. Aadhaar Seeding/Linking Consent: I/We, hereby, authorize Shivalik Small Finance Bank Limited to Linking/Seeding of Aadhaar with my account. I/We submit my Aadhaar number and voluntarily give my consent to:
- Use my/our Aadhaar details to authenticate me from UIDAI.
 - Use my/our mobile number as submitted in the application form for sending SMS Alerts to me.
 - Link the Aadhaar number to all my existing/new/future accounts and customer profile (CIF) with your Bank.

I hereby authorize Shivalik Small Finance Bank Limited to

Use my Aadhaar/Virtual ID details for authentication of my Identity through Aadhaar Based eKYC services of UIDAI, for the purpose of acknowledgement of my Loan Disbursement documents.

I agree and accept the above terms and conditions.

Signature/
Thumb impression of borrower

*This Loan has been initiated by _____, Business Correspondent of the Bank and the Bank is liable to the customers for all the acts of omission and Commission of the Business Correspondent.

Key Facts Statement

Part 1 (Interest rate and fees/charges)

S.No.	Particulars		Details		S.No.	Particulars		Details	
1	Group Name				8	Type of Loan		Term Loan	
2	Group Id				9	Total Intreset Amount			
3	Customer Name				10	Net Disbursed Amount			
4	Customer ID				11	Total amount to be paid by the borrower			
5	Loan Proposal / Account No.				12	Disbursal Schedule		100% Upfront	
6	Sanctioned Loan Amount (in Rupees)				13	Loan Term (Year/ month/ days)		Monthly	
7	Annual Percentage Rate (APR) (%)								
14	Instalment details		Type of Instalment	Number of EPIs	EPI (₹)	Disbursement Date	Commencement of Repayment, post sanction (EMI Due date)		End Date of Repayment
15	Interest Rate(%) and type (fixed or floating or hybrid) type (fixed or floating or hybrid)				Fixed				
16	Additional Information in case of Floating rate of interest								
	Reference Benchmark	Benchmark rate (%) (B)	Spread (%) (S)	Final rate (%) R= (B) + (S)	Reset periodicity (Months)		Impact of change in the reference benchmark for 25 bps change in 'R', change in.)		
					B	S	EPI(₹)	No. of EPIs	
	No	NA	NA	NA	NA	NA	NA	NA	
17	Fees / Charges		Payable to RE(A)			Payable to third party through RE(B)			
			One Time/ Recurring	Amount (in Rs.) or Percentage (%) as applicable		One Time/ Recurring	Amount (in Rs.) or Percentage (%) as applicable		
	I)	Processing fees				NA	NA		
	II)	Insurance charges(Credit Life)							
	III)	Valuation fees	NA			NA	NA		
	IV)	Any other (Hospi Cash)							
18	Details of Contingent charges (in Rs.or %, as applicable)								
	I)	Penal charges, if any ,in case of delayed payment						NIL	
	II)	Other penal charges, if any						NIL	
	III)	Foreclosure charges, if applicable						NIL	
	IV)	Charges for switching of loans from floating to fixed rate and vice versa						NIL	
	V)	Any other charge (please specify)						NIL	
19	Loan Purpose								

Part 2 (Other qualitative information)

1	Clause of Loan agreement relating to engagement of recovery agents			NA	
2	Clause of Loan agreement which details grievance redressal mechanism			Avail in Loan Card	
3	Phone number and email id of the nodal grievance redressal officer			Avail in Loan Card	
4	Whether the loan is, or in future maybe, subject to transfer to other REs or securitisation (Yes/ No)			NA	
5	In case of lending under collaborative lending arrangements (e.g., co-lending/ outsourcing), following additional details may be furnished:		Name of the originating RE, along with its funding proportion	Name of the partner RE along with its proportion of funding	Blended rate of interest
			NA	NA	NA
6	In case of digital loans, following specific disclosures may be furnished	I)	Cooling off/look-up period, in terms of RE's board approved policy, during which borrower shall not be charged any penalty on prepayment of loan		NA
		II)	Details of LSP acting as recovery agent and authorized to approach the borrower		NA

Insurance Consent Letter

I hereby request and give my irrevocable consent to obtain a suitable insurance policy from Shivalik Small Finance Bank Limited

☐ Credit Linked Insurance*
 ☐ Hospi-Cash*

In case of unforeseen circumstances like death, the credit linked insurance claim settlement amount (if applicable) will be credited directly to the loan account by the bank. Any balance amount after loan adjustment will be paid to the applicant's nominees. For Hospicash policy, the claim settlement will be done in the beneficiary's bank account.

Insurance policy Details

Insurance Type	Credit Linked Insurance	Hospi-Cash
Insurance Start Date		
Insurance End Date		
Name of Insurer-1		
Name of Nominee		
Name of Insurer-2		
Name of Nominee		

Customer e- Sign/
Thumb Print

Nominee e- Sign/
Thumb Print

Acknowledgement Receipt

Dear Valued Customer,

We would like to inform you that the bank will also provide the loan repayment schedule along with the loan card while collecting the first EMI. This ensures that you have all the necessary information regarding your loan and its repayment terms.

Thank you for choosing our services.