

TERMS AND CONDITIONS OF GOLD LOAN

1. The loan amount will be determined based on the purity of gold contained in the gold ornaments being paid in cash and the loan plan chosen by the customer. The loan tenure will be 4/6/12 months.

2. The annual interest rate will depend on the loan scheme chosen by the customer. If the interest and principal are not paid within 4/6/12 months, penal charges will be levied for the period beyond the due date at the rate specified. Interest will be calculated based on completed months and days.

3. The minimum interest period will be 7 days.

4. The Company reserves the right to revise the interest rate of the Loan Scheme at any time, taking into account factors such as the cost of funds and other relevant considerations. Any revision in the rate of interest shall be applicable only from the date on which such revision is effected.

5. If the customer repays the loan amount in full or in part in advance, the amount paid will be appropriated in the order of interest, other charges, and then principal. No penalty will be charged for prepayment.

6. The loan amount, including interest and any other applicable charges, must be repaid to the Company whenever demanded. Even in the absence of such demand, the borrower shall in any case repay the loan along with interest within 6 months from the date of disbursement. If, at any time, the value of the pledged gold falls below the total outstanding amount due to the Company, the borrower shall, upon the Company's demand, either pay the difference in cash or pledge additional gold ornaments of equivalent value as security. If the borrower fails to do so, the Company shall

have the right to demand repayment of the loan amount along with interest and other applicable charges before the completion of the original loan tenure.

7. If the loan amount along with interest is not repaid within the stipulated time period or earlier as demanded by the company, the company shall have the authority to auction the pledged gold ornaments by giving a prior notice of at least 14 days, and recover the loan amount, interest, and other charges from the sale proceeds, as well as initiate further legal action if required. If the amount realized from the auction is less than the amount due from the borrower, the deficit shall be recovered personally from the borrower or from the borrower's personal assets. If the amount realized from the auction exceeds the amount due to the company, the excess amount will be returned to the customer by cheque as per the auction policy. If the borrower has any other outstanding liabilities to the company prior to this, the excess amount will be adjusted towards such liabilities first, and only the remaining balance, if any, will be returned to the borrower. Detailed information will be communicated to the borrower in writing prior to making such adjustments.
8. If the company decides to discontinue a loan scheme for any reason, no further loans will be sanctioned under that scheme. If an existing borrower under the discontinued loan scheme wishes to renew the loan with interest, he/she should renew it under any other existing loan scheme that is available for the current loan amount.
9. The jewellery pledged shall be returned only to the borrower after full repayment of the loan amount, interest and all applicable charges. At the time of closing the loan, the pledge form must also be returned to the Company.
10. The pledged jewellery will be returned to the borrower upon full settlement of the loan amount, interest and all applicable charges. If there are any amounts to be set off or adjusted, the borrower will

be duly informed in advance with complete details of such claims through a registered letter.

11. The loan amount shall not be used for any illegal or unlawful purposes.
12. The Company will not accept any request from the borrower to transfer the loan account from one branch to another. However, the Company reserves the right to transfer the loan account or the pledged gold ornaments to any other branch if deemed necessary.
13. Jewellery containing precious stones, including diamonds, will not be accepted as collateral. The Company shall not entertain any claim regarding the value or genuineness of the stones embedded in the jewellery.
14. The purity of the pledged gold ornaments has been certified by the Company based on the information, declarations and supporting documents provided by the Borrower, along with the required verification conducted by the Company. If, at any stage, the pledged gold ornaments are found to be counterfeit or of purity lower than 22 carats, the Company shall have the right to initiate appropriate civil proceedings against the Borrower. In such cases, the Borrower shall be solely responsible for all losses, damages and expenses incurred by the Company.
15. In the event that the pledged gold ornaments are lost due to theft, robbery or any similar cause, the liability of the Company shall be limited to paying, in cash, the equivalent market value of gold corresponding to the total net weight recorded on the Loan agreement, after deducting the outstanding loan amount, interest up to the date of receipt of the borrower's written complaint and any other applicable charges. For the purpose of determining the market value, the applicable rate shall be the 22-carat gold rate published

by the Bombay Bullion Association on the date on which the Borrower submits the written complaint.

16. All notices and communications from the company will be sent to the address provided in the Loan application. If there is any change in the given address or phone number, the borrower must immediately inform the company in writing. If the borrower fails to do so, any demand notices, auction notices or other communications sent to the address mentioned in the Loan application shall be deemed to have been duly received by the borrower.
17. The Company shall have the right to send SMS messages and other communications reminding of interest/asset, repayment and regarding the Company's products and other matters.
18. This loan has been sanctioned subject to the rules under the Company's Fair Practice Code published on the Company's website.
19. The officers or auditors authorized by the company shall have the authority to verify the purity (quality) of the pledged gold ornaments in accordance with the company's standards.
20. Stamp duty, taxes, penalties and any other statutory charges imposed by the Government from time to time on loan-related documents shall be collected from the borrower.
21. If the borrower has any complaint regarding the gold loan transaction, the matter should first be brought to the attention of the concerned Branch Manager. If the Branch Manager is unable to resolve the complaint, the borrower may escalate it to the Grievance Redressal Officer whose details are displayed at the respective branch premises. The **Grievance Redressal Mechanism** is also

clearly provided in the **Fair Practice Code**, which is displayed at the branch and available on the Company's website.

22. The company will not interfere in any matter of the borrower other than those relating to the terms and conditions specified in the Loan agreement. However, the company shall have the authority to obtain or become aware of new information about the borrower that was not previously disclosed, if such information comes to the company's notice.

23. In order to mitigate the loss that may occur due to a fall in gold prices, the company shall have the authority to hedge the pledged gold items under an option contract, if necessary. The premium for such a contract shall be borne proportionately by the borrower.

24. In the event that the pledged gold jewellery are lost due to natural calamities beyond the control of the company, such as fire, flood or earthquake, the company shall be liable to provide compensation to the borrower only after receiving the insurance amount related to such loss.

25. Transactions such as availing the loan, repayment or payment of interest shall be carried out only on working days during working hours. If the due date for any payment or repayment falls on a holiday, the preceding working day shall be considered as the due date.

26. In accordance with RBI regulations, the personal information and loan details of the borrower may be shared with the Central KYC Registry and Credit Information Companies.