

(Office Copy)

Sanction Letter



Loan Account No:
Application No:
BC Branch:

Barcode

Dear Sir/Madam,

Date:

Thank you for choosing to bank with RBL Bank. Your loan details are available in Factsheet attached as Schedule I of this letter.

Borrower Name		Husband/ Father Name		Customer ID	
Group Name		Centre Name		Basic Saving Bank Deposit Account No	

I being the member of the group accept and take 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. This facility is subject to the terms and conditions stated in loan application and payment of charges specified in the factsheet.

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 <https://rblbank.com/>

Mode of operation for your RBL Bachat account is single.

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

Yours Faithfully,

For RBL Bank Limited

Vijay Anandh
Head-Retail Assets
Authorised Signatory

Signature/Thumb impression of borrower

Borrower Name:.....

(Customer Copy)

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Signature/Thumb impression of borrower

Borrower Name:.....

Factsheet

S.No.	Parameter	Details
1	Loan Amount (in Rs)	
2	Rate of Interest (Fixed) (in percentage)	
3	Loan Tenure (in months)	
4	Repayment Frequency	
5	Number of Equated Monthly Instalment (EMI)	
6	*EMI Amount	
7	EMI due date	
8	Amortization Schedule / Breakup of Principal & Interest	Will be covered in the Repayment Schedule that will be shared after loan disbursal and as may be communicated by the Bank to the Borrower from time to time.
9	Date of commencement of EMI	
10	**Total Interest charge during the entire tenure of loan (EMI*No. of Instalments – Loan amount sanctioned) (in Rs)	
11	***Other up-front charges (break-up of each component is given below (in Rs)	
11.i	Loan Processing fee	
11.ii	Insurance Premium	
11. iii	Hospital Cash Premium	
12	Net Disbursement amount (loan amount - Other up-front charges) {excluding any pre-closure charges} (in Rs)	
13	Total Loan Amount to be paid (Principal amount + Interest amount + Up-front charges) (in Rs)	
14	Effective Annualized Interest Rate (in percentage)	
Details about Contingent Charges		
15	Penal charges in case of prepayment of loan	NIL
16	Penal charges in case of delay payments	NIL
17	Other charges	NIL

*First EMI amount will vary basis the disbursement date and 1st EMI date. Pre-EMI interest is payable along with the first EMI.

*Last EMI amount will vary in case of advance amount / delayed payment received from customer during the loan tenure.

** Total Interest charge will vary basis, difference between 1st EMI date and disbursement date.

***GST and other taxes to be levied as applicable.

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

Condition Specific Loan:

1. I/We have had availed the credit facility ("Loan") from RBL Bank Limited (the "Bank"), under the Joint Liability Group (JLG) loan program I 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 reducing balance basis.
2. These terms and condition 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 as mentioned in the application from and for which it is sanctioned by RBL Bank. The Borrower shall not use the Loan for any speculative purpose or a purpose other than that stated in the loan application.
4. The Borrower covenants with the Bank to pay Interest on the Loan and such sum as may be due by the Borrower to the Bank at such rate per annum as mentioned in Schedule I till all the Borrower's Dues are repaid by the Borrower. Interest on the Facility shall begin to accrue from the date of first disbursal of the Facility.
5. The first installment may vary depending upon the date of disbursement and/ or additional interest or any other adjustment, if any.
6. The rate of interest stipulated will be subject to revision and shall be reset, depending on the change in the Marginal Cost of Funds Based Lending Rate (MCLR) of the Bank or depending on the directives of 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 Bank's group companies, other banks, credit bureaus, service providers, statutory and regulatory authorities. I agree that CIBIL 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. CIBIL 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 to be made inquiries of such nature as the Bank may deem fit 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 you. 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 an 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 the 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.rblbank.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 RBL 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 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 substantial effect on its business or profit. If, for instance, the monthly incomes are 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. The Borrower agrees and understand that the Borrower shall pay insurance premium towards the credit life insurance, whereby the Borrower and his/ her spouse will get an insurance cover up to tenure of the insurance policy. In an event of unforeseen circumstances such as death, the claim settlement amount of insurance policy will be directly credited to the loan account. Any balance amount post loan adjustment will be paid to my/our nominee/s.
 24. 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.
 25. All the aforementioned terms and conditions have been explained to me in the language understood by me.
 26. 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.
 27. 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 premia, collection/recovery charges, lawyers fee and other charges if any that arise in connection with the Loan shall be borne by the Borrower.
 28. 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 to 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.
 29. 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.
 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 RBL Bank. 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. Bank will not charge for issuance of such account statement.

32. In case of HDFC Life, the COI attached is for the insurance cover of Group Jeevan Suraksha with Risk commencement date and Effective date as loan disbursement date.

33. **FAQ ON IRACP 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 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 account is called as a 'Stressed Account'

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 under:

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 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 borrower accounts are 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)

RBL Bank's Declaration:

- 34. RBL Bank may utilise the services of recovery agencies for collection of dues. 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:

- 35. Aadhar Seeding/Linking Consent: I/We, hereby, authorize RBL Bank to Linking/Seeding of Aadhar 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 RBL bank to

Use my Aadhar/Virtual ID details for authentication of my Identity through Aadhar 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

Borrower Name:.....