



FAIR PRACTICES CODE

B B Banthia Finance Pvt Ltd
Compliance Department

Document Title	Fair Practices Code
Department	Compliance Department
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Prepared By	Compliance Department
Approved By	Board of Directors, BFPL
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1. INTRODUCTION

B B Banthia Finance Pvt Ltd (hereinafter referred to as "BFPL" or "the Company") is a Non-Banking Financial Company registered with the Reserve Bank of India under Section 45-IA of the Reserve Bank of India Act, 1934. The Company is primarily engaged in the business of lending against pledge of gold jewellery.

This Fair Practices Code (FPC) has been formulated in accordance with the following RBI guidelines and directions:

- RBI Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023
- Reserve Bank of India (Lending Against Gold and Silver Collateral) Directions, 2025 (notified 6 June 2025, compliance deadline 1 April 2026)
- RBI Circular on Key Facts Statement (KFS) for Loans & Advances dated 15 April 2024
- RBI Circular on Penal Charges in Loan Accounts dated 18 August 2023 (effective 1 April 2024)
- Reserve Bank – Integrated Ombudsman Scheme, 2021
- All other applicable RBI guidelines and circulars issued from time to time

This Code is binding on all employees, officers, and authorised representatives of the Company across all branches and functions, whether products and services are delivered across the counter, over the phone, through electronic means, or by any other method.

This Code shall be displayed at all branch premises in a language understood by local customers and shall be published on the Company's website.

2. OBJECTIVES

The objectives of this Fair Practices Code are to:

- Adopt the best practices followed in the financial services sector while dealing with customers
- Promote transparent, fair, ethical, and legally sound practices in all dealings with customers
- Provide customers with adequate information to make informed decisions about the Company's products and services
- Enable customers to have a better understanding of what they can reasonably expect from the Company
- Foster a fair and cordial relationship between customers and the Company
- Establish a fair and accessible grievance redressal mechanism
- Ensure full compliance with all applicable RBI guidelines and regulatory requirements

3. DECLARATIONS AND COMMITMENTS

The Company hereby declares and commits to the following:

- To abide by all applicable laws, regulations, and guidelines issued by the Reserve Bank of India and other competent regulatory and governmental authorities
- To provide full customer satisfaction through efficient, professional, and courteous service across all branches
- To provide clear and complete information about its products and services and not resort to any misleading or potentially misguiding advertisement or communication
- To not discriminate against customers on grounds of religion, caste, gender, marital status, language, or disability
- To not introduce any product or service having elements of hidden charges or lack of transparency
- To not take advantage of any unintentional or clerical error made by the customer while transacting
- To treat all personal information of customers as private and confidential
- To implement a structured and accessible grievance redressal mechanism
- To display this FPC on the Company's website and make a copy available to any customer on request, free of charge
- To give at least 30 days public notice prior to closure or shifting of any branch, through a notice displayed at the branch and through publication in at least one leading newspaper covering the area

4. LOAN APPLICATION AND PROCESSING

4.1 Loan application forms shall be made available to all prospective customers free of charge at all branches in English and Marathi. Forms shall contain all information relevant and material to the borrower including documents required for KYC and loan processing, applicable fees and charges, and pre-payment options.

4.2 All loan applications shall be processed in a fair and non-discriminatory manner. The Company shall not discriminate on the basis of gender, caste, religion, language, or physical disability.

4.3 For gold loans, which are sanctioned on the same day of receipt of the application, the loan sanction letter itself shall serve as acknowledgement of the application. No separate acknowledgement is required.

4.4 For any loan product other than gold loans where same-day sanction is not possible, the Company shall give an acknowledgement to the borrower upon receipt of a duly completed application form, indicating the probable time frame within which the application will be disposed of.

4.5 The Company shall communicate the loan decision — whether sanctioned or rejected — to the applicant. In case of rejection, the reason shall be communicated verbally and in writing upon request.

4.6 All communications to the borrower shall be in English or in the vernacular language as understood by the borrower. For illiterate borrowers, the terms and conditions of the loan shall be explained in the presence of a witness who is not an employee of the Company, and such witness shall countersign the loan document.

5. LOAN APPRAISAL, TERMS AND CONDITIONS, AND KEY FACTS STATEMENT

5.1 Gold loan applications shall be disposed of on the same day of receipt, subject to completion of KYC, gold appraisal, and documentation.

5.2 At the time of sanction, the Company shall issue a Loan Sanction Letter to the borrower in writing in a language understood by the borrower. The Sanction Letter shall include:

- Loan amount sanctioned
- Annualised rate of interest and method of application
- Loan tenure and repayment schedule
- Minimum interest period applicable to the specific loan scheme
- Processing fees and all other applicable charges
- Penal charges for default or late repayment — mentioned in bold
- Details of the auction process in case of non-repayment
- Timeline of 7 working days for return of pledged gold upon full repayment

5.3 A copy of the loan agreement along with all enclosures shall be provided to the borrower at the time of disbursement. The borrower's acceptance of terms and conditions shall be kept on record.

5.4 The loan agreement for every gold loan shall at minimum contain the following clauses:

- Loan amount, interest rate (annualised), tenure, and repayment schedule
- Minimum interest period applicable to the scheme
- All fees, charges, and penal charges with quantum and trigger conditions
- LTV ratio applicable and consequences of LTV breach
- Gold valuation methodology
- Safe custody obligations of the Company
- Conditions for recall of loan
- Full details of the auction procedure including notice period, reserve price, and surplus refund
- Timeline for return of pledged gold on repayment
- Procedure for release of gold to legal heirs in the event of borrower's demise
- Borrower's right to attend the auction

5.5 The Company shall provide a Key Facts Statement (KFS) to all prospective borrowers for all retail loans as per the standardised format prescribed under RBI Circular DOR.STR.REC.13/13.03.00/2024-25 dated 15 April 2024. The KFS shall:

- Be written in a language understood by the borrower

- Be explained to the borrower and an acknowledgement obtained
- Carry a unique proposal number
- Have a validity period of at least three working days for loans with tenor of seven days or more, and one working day for loans with tenor of less than seven days
- Include a computation sheet of Annual Percentage Rate (APR) and amortisation schedule covering all charges levied by the Company including third-party charges such as insurance
- Be included as a summary box in the loan agreement

5.6 Any fees or charges not mentioned in the KFS shall not be charged to the borrower at any stage during the loan tenure without the borrower's explicit consent.

5.7 Penalty for non-compliance of material terms and conditions of the loan contract shall be treated as penal charges and shall not be levied in the form of penal interest added to the rate of interest. There shall be no capitalisation of penal charges — no further interest shall be computed on such charges.

5.8 The quantum and reason for penal charges shall be clearly disclosed in the loan agreement and KFS and shall be displayed on the Company's website.

5.9 Whenever reminders for non-compliance are sent to borrowers, the applicable penal charges shall be communicated. Any instance of levy of penal charges and the reason therefor shall also be communicated to the borrower.

6. INTEREST RATES AND CHARGES

6.1 The Company shall adopt a Board-approved Interest Rate Policy. The rate of interest charged to borrowers shall be fair, transparent, and based on the Company's cost of funds, operational expenses, risk premium, and applicable regulatory guidelines.

6.2 All interest rates shall be communicated as annualised rates so that the borrower is fully aware of the effective cost of borrowing.

6.3 Interest shall be charged from the date of actual disbursement of funds to the borrower and not from the date of sanction or execution of the loan agreement.

6.4 Interest shall be charged only for the period for which the loan was actually outstanding and not for the entire month in cases of mid-month disbursement or repayment.

6.5 Each gold loan scheme shall have a minimum interest period as specified in the respective scheme terms and communicated to the borrower in the Sanction Letter and KFS at the time of disbursement. If a borrower forecloses the loan before the applicable minimum period, interest shall be charged for the full minimum period of the scheme.

6.6 The rate of interest, basis of computation, and all applicable charges shall be disclosed to the borrower in the loan application form, KFS, Sanction Letter, and loan agreement.

6.7 Any change in interest rates or charges shall be communicated to the borrower in advance and shall be effective only prospectively, except where required otherwise by applicable law.

6.8 No charges shall be levied on borrowers that are not disclosed in the KFS or loan agreement.

6.9 No pre-payment penalty shall be levied on gold loans in the normal course. Where such charges are applicable for any specific scheme, the same shall be disclosed upfront in the Sanction Letter and KFS.

6.10 The Company shall not charge foreclosure charges or pre-payment penalties on any floating rate term loans sanctioned to individual borrowers for purposes other than business.

6.11 The rate of interest, approach for gradation of risk, and schedule of all fees and charges shall be displayed at all branch premises and on the Company's website and updated whenever there is a change.

7. DISBURSEMENT OF LOANS AND CHANGES IN TERMS

7.1 Loan disbursement shall be made only after completion of all KYC formalities, documentation, gold appraisal, and execution of the loan agreement.

7.2 All disbursements shall be made at the branch from which the loan is sanctioned.

7.3 Loan disbursement shall generally be made directly into the borrower's bank account through online transfer. Cash disbursement is permitted only within the limits prescribed under the Income Tax Act, RBI guidelines, and KYC Directions applicable at the time of disbursement. Disbursement shall not be routed through any third-party account.

7.4 Any change in disbursement schedule, interest rate, service charges, or other terms and conditions shall be communicated to the borrower in writing prior to the change being effected. All such changes shall be effective only prospectively.

7.5 Decision to recall or accelerate payment shall be in consonance with the loan agreement.

7.6 The Company shall not interfere in the affairs of the borrower except for the purposes specified in the loan agreement.

7.7 In case a borrower requests transfer of the loan account to another financial institution, the Company shall convey its consent or objection in writing within 21 days from the date of such request.

8. RESPONSIBLE LENDING — RELEASE OF PLEDGED GOLD

8.1 Upon full repayment of all dues, the Company shall release the pledged gold ornaments to the borrower within 7 working days of full repayment.

8.2 In the event of delay in release beyond 7 working days attributable to the Company, the Company shall compensate the borrower at the rate of ₹5,000 per day until the gold is released. This compensation is without prejudice to the borrower's rights under applicable law.

8.3 The timeline of 7 working days for return of pledged gold shall be mentioned in the Sanction Letter issued to the borrower at the time of every gold loan.

8.4 Gold shall be returned to the borrower only upon full repayment of all outstanding dues. No gold shall be released to a third party without written authority from the borrower or legal heir.

8.5 In the event of demise of the sole borrower or joint borrowers, the Company shall follow a documented procedure for release of pledged gold to the legal heirs. Such procedure shall be displayed on the Company's website and shall be available at all branch premises on request.

8.6 Any loss or damage to the gold collateral whilst in the custody of the Company shall be recorded, disclosed to the borrower, and compensated by the Company. In the event of damage caused by the Company's employees, the Company shall at its cost get the damage repaired or pay reasonable compensation to the borrower.

9. LENDING AGAINST GOLD JEWELLERY — SPECIFIC PROVISIONS

In addition to the general provisions above, the following specific practices shall apply to all gold loan transactions:

9.1 KYC and Credit Assessment

Adequate KYC verification shall be completed for every borrower prior to disbursement as per RBI KYC Master Directions. PAN Card shall be mandatorily obtained for all transactions above ₹5 lakh.

For gold loans up to ₹2.5 lakh, credit assessment shall be at the discretion of the Company as per its Board-approved credit policy. The Company has the flexibility to rely on the strength of the gold collateral for such loans.

For gold loans above ₹2.5 lakh, a detailed credit assessment of the borrower including evaluation of repayment capacity shall be mandatorily conducted prior to sanction. The Company shall obtain and verify appropriate income or cash flow information from the borrower to establish repayment capacity.

9.2 Gold Valuation and Assaying

The gold jewellery offered as security shall be assessed for purity and weight at the time of pledge. The borrower shall be present during the assaying process at the time of loan sanction.

The assaying process shall document and clearly explain to the borrower all deductions for stone weight, fastenings, lac, alloy, strings, and other non-gold components.

Upon accepting gold collateral, the Company shall issue a duplicate certificate on its letterhead containing:

- Purity in carats
- Gross weight of the gold collateral
- Net weight of gold content and deductions with details
- Damage, breakage, or defects if any noticed in the collateral

- Image of the collateral
- Value of collateral arrived at the time of sanction

The certificate shall be signed by both the Company representative and the borrower. One copy shall be retained by the Company as part of the loan documents and one copy shall be given to the borrower.

The purity assessed at the time of pledge shall not be treated as final. Gold shall be reassessed at the time of auction and purity as assessed at auction shall be final.

All gold collateral shall be valued at the price of 22-carat gold irrespective of actual purity. Gold of lower purity shall be converted to 22-carat equivalent weight for valuation purposes. Valuation shall be based on the average closing price of 22-carat gold for the preceding 30 working days as published by India Bullion and Jewellers Association (IBJA).

The assaying and valuation procedure adopted by the Company shall be standardised across all branches and displayed on the Company's website.

9.3 Proof of Ownership

The Company shall put in place internal systems to satisfy itself of the ownership of the gold jewellery being pledged. If the borrower does not possess an original purchase receipt, a self-declaration of ownership shall be obtained and retained on record. Loans shall not be extended against gold where ownership is doubtful or where the value appears disproportionate to the borrower's apparent sources of income.

9.4 Safe Custody

Gold jewellery accepted as collateral shall be stored in a secured strong room or vault at the branch conforming to BIS standards. Only branches with appropriate storage facilities shall extend gold loans. Gold collateral shall be handled exclusively by the Company's own staff at its own branches and shall not be handled by outsourced personnel.

The sets of keys to the strong room shall be held separately by two designated officials and operations shall be conducted jointly at all times. Internal auditors shall conduct periodic inspections including surprise verifications to verify quality, quantity, and adherence to custody procedures, and such verifications shall be recorded. Movement of gold collateral between branches is permitted only in specific documented cases.

Staff shall be trained on security guidelines on a continuous basis.

9.5 Insurance

All gold jewellery accepted as collateral shall be adequately insured as per the Company's Board-approved insurance policy.

9.6 Loan-to-Value (LTV) Ratio

The Company shall adhere to the LTV limits prescribed by the Reserve Bank of India (Lending Against Gold and Silver Collateral) Directions, 2025 as follows:

For consumption loans:

Loan Amount	Maximum LTV
Up to ₹2.5 lakh	85% of gold value
Above ₹2.5 lakh up to ₹5 lakh	80% of gold value
Above ₹5 lakh	75% of gold value

For income generating loans: LTV shall be as per the Company's Board-approved credit policy. The Company shall set prudent internal LTV limits for such loans in its credit policy.

The LTV ratio shall be monitored and maintained on an ongoing basis throughout the loan tenor and not just at the time of sanction. In the event of LTV breach for more than 30 consecutive days, the account shall attract additional standard asset provisioning as per RBI norms. No renewal shall be permitted on a loan that is in breach of the prescribed LTV ratio as on the date of maturity.

9.7 Top-Up Loans

Top-up loans against existing gold collateral may be extended only under the following conditions:

- The existing loan is a standard asset at the time of the top-up request
- The borrower has explicitly requested the top-up in writing
- There is sufficient LTV headroom available after the top-up
- For bullet repayment loans, top-up shall be permitted only after the borrower has paid all accrued interest outstanding

9.8 Maximum Pledge Limits

The aggregate weight of gold ornaments pledged by a single borrower across all loans shall not exceed 1 kg. Gold coins issued by banks may be accepted as collateral up to a maximum of 50 grams per borrower.

9.9 Eligible Gold Collateral

The Company shall accept only gold jewellery, gold ornaments, and specified gold coins as eligible collateral as per RBI guidelines. Financial assets backed by gold and any other ineligible forms shall not be accepted as collateral.

9.10 Loan Tenure and Renewal

For bullet repayment consumption loans, the maximum tenure shall be 12 months. For income generating loans on bullet repayment, tenure shall be based on the assessment of the borrower's economic activity as per the Company's credit policy.

Renewal shall be permitted only after the borrower clears all interest dues outstanding at the time of renewal.

9.11 Multiple Loans to Same Borrower

Multiple simultaneous loans extended to the same borrower or group of related borrowers shall be subject to stricter internal audit and shall be evaluated for anti-money laundering and fraud risk prior to sanction.

9.12 Standardised Documentation

Documentation across all branches shall be standardised. The Company shall maintain uniform loan application forms, pledge receipts, sanction letters, assaying certificates, and loan agreements across all branches.

9.13 Fraud Prevention

The Company shall put in place appropriate systems and procedures for fraud prevention in gold loan operations, including separation of duties between mobilisation, execution, and approval functions. Any fraud detected shall be enquired into by the appropriate authority and suitable punitive action shall be taken.

9.14 Misleading Advertisements

The Company shall not issue misleading advertisements regarding gold loan products including false claims about loan disbursement time, guaranteed approval, rates not applicable in practice, or jumping interest rates that change based on repayment behaviour without transparent disclosure upfront.

10. AUCTION POLICY

In the event of non-repayment of the loan, the Company shall follow the process below before auctioning the pledged gold:

10.1 A written notice of at least 30 days shall be provided to the borrower at the registered address prior to initiating auction proceedings. The Company shall also make reasonable attempts to contact the borrower via phone and email within this period.

10.2 The notice period allowed to the borrower for settlement of the loan before auction shall be as specified in the notice and in the loan agreement.

10.3 The auction shall be conducted only through auctioneers approved by the Board of Directors. The Company shall ensure that all empanelled auctioneers operate under a formal written agreement. The mode of auction and empanelment procedure shall be documented in the Company's SOP for auctions.

10.4 The Company, its group companies, or related entities shall not participate in the auction. An arm's length relationship shall be maintained in all transactions during the auction.

10.5 The auction shall be publicly announced through advertisements in at least two newspapers — one in a vernacular language and one in a national daily — prior to the auction date.

10.6 The reserve price for the auction shall not be less than 90% of the current market value of the gold at the time of auction, as per the Reserve Bank of India (Lending Against Gold and Silver Collateral) Directions, 2025.

10.7 The borrower shall be allowed to attend the auction.

10.8 Only KYC-compliant bidders shall be permitted to participate in the auction.

10.9 Any surplus amount realised from the auction, after recovery of all outstanding dues (principal + interest + charges), shall be refunded to the borrower within a reasonable time.

10.10 Full details of the auction process shall be disclosed in the loan agreement at the time of disbursement.

10.11 The Company shall maintain complete records of all auctions conducted including date, venue, reserve price, final realised price, and disposition of any surplus.

10.12 In the event of a discrepancy in the quantity or purity of gold collateral discovered during internal audit or at the time of auction, the Company shall handle the matter as per its Board-approved Gold Loan Policy and Auction SOP.

11. CREDIT INFORMATION REPORTING

11.1 The Company shall submit credit information of all borrowers to all Credit Information Companies (CICs) — CIBIL, Experian, Equifax, and CRIF High Mark — on a monthly basis or at such shorter intervals as required by regulation.

11.2 The Company shall send alerts via SMS or email to customers when submitting information to CICs regarding default or Days Past Due (DPD) in existing credit facilities, wherever mobile number or email ID details are available.

11.3 The Company shall sensitise customers about the importance of submitting their mobile numbers and email IDs for communication purposes.

12. COLLECTION AND RECOVERY PRACTICES

12.1 The Company shall resort only to legitimate and legally permissible means for recovery of dues.

12.2 Recovery calls to borrowers shall be made only between 08:00 AM and 07:00 PM.

12.3 The Company shall not engage in harassment, intimidation, or use of any form of coercive practice for recovery of loans. Staff and recovery personnel shall be adequately trained to deal with customers in a respectful and professional manner.

12.4 Any person authorised to represent the Company for collection of dues shall carry and display a valid identity card and authorisation letter issued by the Company at all times, which shall be produced on demand.

12.5 The Company shall not resort to the following practices under any circumstances:

- Persistently calling the borrower or calling before 8:00 AM or after 7:00 PM
- Use of threatening, abusive, or humiliating language

- Intrusion upon the privacy of the borrower's family members, referees, or friends
- Sending inappropriate messages via mobile or social media
- Making anonymous or threatening calls
- Publishing the name of borrowers
- Misleading the borrower about the extent of debt or consequences of non-repayment
- Use or threat of use of violence or any means to harm the borrower or borrower's family or assets

12.6 Time, number of calls, and contents of conversations with defaulting borrowers shall be documented.

12.7 The Company shall provide borrowers with all information regarding overdue amounts at any point during the currency of the loan on request.

12.8 Where a recovery agency is engaged, its details shall be published on the Company's website and the borrower shall be informed of the agency's identity before recovery proceedings are initiated. Grievances against any outsourced recovery agency shall be covered under the Company's Grievance Redressal Mechanism.

13. ADVERTISING, MARKETING AND SALES

13.1 All advertising and promotional material issued by the Company shall be clear, factual, and not misleading.

13.2 In case of any advertisement that draws attention to a product or its interest rate, the Company shall also provide details of all other applicable fees and charges.

13.3 The Company shall not claim guaranteed loan approvals, instant disbursements within unrealistic timeframes, or make any representations that are not operationally accurate.

13.4 Where the Company's gold loan product has a jumping or variable interest rate structure that changes based on repayment behaviour or DPD, the same shall be disclosed transparently in all advertisements and in the KFS and loan agreement.

13.5 Sales representatives of the Company shall carry valid identification when approaching customers and shall identify themselves at the first instance.

14. KNOW YOUR CUSTOMER (KYC)

14.1 The Company shall comply with all KYC guidelines stipulated by the Reserve Bank of India as per the RBI Master Direction on KYC, as amended from time to time.

14.2 The Company shall explain the KYC requirements to all borrowers and inform them of the documents required before loan sanctioning. KYC documentation requirements shall be published on the Company's website.

14.3 The Company shall obtain only such information as is required to meet KYC, Anti-Money Laundering (AML), or other statutory requirements. Any additional information sought shall specify the objective for which it is being collected.

15. DISCLOSURE AND TRANSPARENCY

15.1 The Company shall provide information on interest rates, fees, and charges through the following channels:

- Display at all branch premises
- Customer care helpline
- Designated staff at branches
- Schedule of charges available at branches on request
- Company website — updated whenever there is a change in rates or charges

15.2 The following shall be displayed at all branch premises:

- Rate of interest applicable to gold loan products
- Schedule of fees and charges
- Grievance redressal mechanism and escalation matrix
- Contact details of Nodal Officer and Principal Nodal Officer
- Customer Complaint Register

15.3 The following shall be published and maintained on the Company's website:

- This Fair Practices Code — current version at all times
- Rate of interest and fee schedule
- Grievance redressal mechanism with escalation matrix and contact details
- Assaying and valuation procedure
- Procedure for release of gold to legal heirs on borrower's demise
- Details of recovery agencies engaged, if any
- Details of digital lending platforms engaged, if any

15.4 FPC compliance and the functioning of the grievance redressal mechanism shall be reviewed annually and a consolidated report shall be submitted to the Board of Directors.

16. PRIVACY AND CONFIDENTIALITY

16.1 The personal information and financial data of borrowers shall be kept confidential and shall not be shared with any unauthorised third party.

16.2 Customer information may be shared only in the following circumstances:

- As required by law or a regulatory or governmental authority
- With the explicit written consent of the customer
- As necessary for credit information reporting to Credit Information Companies
- Where sharing is in the interest of the borrower such as for fraud prevention

17. LOAN FACILITIES TO PERSONS WITH DISABILITIES

17.1 The Company shall not discriminate against persons with disabilities in the provision of loan products or services.

17.2 All branches shall render all possible assistance to persons with disabilities to access the Company's products and services.

17.3 The Company shall include a module on the rights of persons with disabilities guaranteed by law in training programmes conducted for employees at all levels.

17.4 Grievances raised by persons with disabilities shall be addressed under the Company's standard Grievance Redressal Mechanism.

18. CROSS-SELLING OF NON-CREDIT PRODUCTS

18.1 Issuance of any non-credit product to a borrower shall be only with the full and explicit consent of the borrower.

18.2 The fee structure for any non-credit product shall be explicitly communicated to the borrower in the Sanction Letter and KFS before the product is issued.

18.3 Disbursement of a loan shall not be made conditional upon the purchase of any non-credit product.

19. BRANCH CLOSURE OR SHIFTING

19.1 The Company shall give at least 30 days public notice prior to the closure or shifting of any branch, through a notice displayed at the branch premises and through publication in at least one leading newspaper covering the area.

19.2 The notice shall indicate the purpose of closure or shifting and the arrangements made to service existing borrowers including where they may go to repay or close their loans.

20. DIGITAL LENDING

20.1 The Company does not currently originate loans through digital lending platforms. In the event the Company engages any digital lending platform in future, it shall comply with all applicable RBI guidelines on digital lending including the Reserve Bank of India (Digital Lending) Directions, 2025 and all subsequent circulars issued in this regard.

21. CUSTOMER GRIEVANCE REDRESSAL MECHANISM

21.1 The Company has a Board-approved Grievance Redressal Policy. BFPL has put in place a three-tier grievance redressal mechanism as follows:

Tier 1 — Branch Level

Customers are encouraged to first approach the Branch Manager of their respective branch with their grievance. The Branch Manager is responsible for acknowledging the complaint and providing resolution within 7 working days. Contact details of the Branch Manager are displayed at each branch premises.

Tier 2 — Nodal Officer

Name	Mr. Pravin Bhagat
Contact No.	8976505158
Email ID	nodalofficer@bbbanthia.com
Resolution Timeline	Within 10 working days

Tier 3 — Principal Nodal Officer (PNO)

Name	Mr. Suyog Banthia
Email ID	pno@bbbanthia.com
Final Resolution Timeline	Within 30 days overall

21.2 Customers may lodge complaints by:

- Contacting the Branch Manager directly
- Calling Customer Care: 8981 900 900
- Emailing: care@bbbanthia.com
- Writing in the Customer Complaint Register available at the branch

21.3 Complaints against outsourced agencies engaged by the Company for any activity shall also be covered under this Grievance Redressal Mechanism.

21.4 Where the Company decides to reject a complaint partly or wholly after examination, such rejection shall be communicated to the complainant with reasons.

21.5 Proper training shall be imparted to staff on an ongoing basis to improve customer service and complaint handling.

21.6 Escalation to RBI Integrated Ombudsman: If the complaint is not resolved within 30 days from the date of receipt, or if the customer is dissatisfied with the resolution, the customer may approach the RBI Integrated Ombudsman Scheme through: <https://cms.rbi.org.in>

22. REGULATORY COMPLIANCE AND REVIEW

22.1 This FPC is reviewed and approved by the Board of Directors of BFPL.

22.2 This FPC shall be reviewed by the Board of Directors annually or more frequently if required by changes in RBI guidelines or significant changes in the Company's operations.

22.3 Any amendments to this Code shall require Board approval and shall be updated on the Company's website promptly.

22.4 The Company shall update this FPC to incorporate any new guidelines or directions issued by RBI within a reasonable time of their issuance.

22.5 The Company shall ensure full compliance with the Reserve Bank of India (Lending Against Gold and Silver Collateral) Directions, 2025 no later than 1 April 2026 as required by RBI.

23. CONTACT DETAILS

Company Name	B B Banthia Finance Pvt Ltd
Registered Address	776 MG Road, Tapal Naka, Panvel, Raigad, Maharashtra – 410206
CIN	U67200MH1997PTC316740
Customer Care	8981 900 900
Customer Care Email	care@bbbanthia.com
Nodal Officer	Mr. Pravin Bhagat
Nodal Officer Contact	8976505158
Nodal Officer Email	nodalofficer@bbbanthia.com
Principal Nodal Officer	Mr. Suyog Banthia
PNO Email	pno@bbbanthia.com
Website	https://bbbanthiafinance.com

BOARD APPROVAL

Approved By	Board of Directors, B B Banthia Finance Pvt Ltd
Date of Approval	31 March 2026
Next Review Date	31 March 2027
Version	V1.0

SIGNATURES

Director	Director	Director
Name: Mr. Suyog Banthia Designation: Managing Director Date: 31 March 2026 Signature: 	Name: Mr. Gaurav Banthia Designation: Director Date: 31 March 2026 Signature: 	Name: Mr. Rajesh Banthia Designation: Director Date: 31 March 2026 Signature: 

Version History

Version	Date	Approved By	Summary of Changes
V1.0	1 April 2026	Board of Directors	Complete policy overhaul. Updated as per RBI Master Direction (NBFC-SBR) Directions 2023 and RBI (Lending Against Gold and Silver Collateral) Directions 2025.