

**NANAYASURABHI AFFORDABLE HOUSING FINANCE LIMITED**

**CIN: U65990TN2014PLC098180**

**CLIENT PROTECTION POLICY**

<b>Meeting</b>	<b>Status</b>
Board Meeting on 25 <sup>th</sup> September 2019	Approved
Board Meeting on 12 <sup>th</sup> February 2020	Reviewed
Board Meeting on 27 <sup>th</sup> February 2021	Reviewed
Board Meeting on 29 <sup>th</sup> January 2022	Reviewed
Board Meeting on 30 <sup>th</sup> March 2023	Reviewed

Client protection is the concept of providing transparent and prudent services to clients while treating clients with respect. A commitment to client protection is commonly understood as essential to ensure NHFL and NHFL do no harm to the clients it serves, and is therefore fundamental to social performance. We recognize that many steps are needed to move our institutions from principles to practice.

**Principle No: 1- *Appropriate product design and delivery***

NHFL will take adequate care to design products and delivery channels in such a way that we do not cause client's harm. Products and delivery channels will be designed with client characteristics taken into account.

**Principle No: 2- *Prevention of over-indebtedness***

NHFL will take adequate care in all phases of our credit process to determine that clients have the capacity to repay without becoming over-indebted. In addition, we will implement and monitor internal systems that support prevention of over-indebtedness and will foster efforts to improve market level credit risk management (such as credit information sharing).

**Principle No: 3 - *Transparency***

NHFL will communicate clear, sufficient and timely information in a manner and language understand so that clients can make informed decisions. The need for transparent information on pricing, terms and conditions of products is highlighted.

**Principle No: 4- *Responsible pricing***

Pricing, terms and conditions will be set in a way that is affordable to our clients while allowing for financial institutions to be sustainable as per RBI norms.

**Principle: 5 -*Fair and respectful treatment of clients***

As NHFL staff will treat our clients fairly and respectfully. They will not discriminate. NHFL will ensure adequate safeguards to detect and correct corruption as well as aggressive or abusive treatment by their staff, particularly during the loan sanction and debt collection processes.

**Principle: 6 -*Privacy of client data***

The privacy of individual client data will be respected in accordance with the laws and regulations of individual jurisdictions. Such data will only be used for the purposes specified at the time the information is collected or as permitted by law, unless otherwise agreed with the client.

**Principle: 7 -*Mechanisms for complaint resolution***

NHFL will have in place timely and responsive mechanisms for complaints and problem resolution for our clients and we will use these mechanisms both to resolve individual problems and to improve our products and services.

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