Operations

Fair Practice Code

Version: 4.0

Document No:

BACL_Fair Practice Code_v4.0

17 March 2026

Internal

Version History:

Organization Area	Document Type	Version
OPERATIONS	**FAIR PRACTICE CODE**	**VERSION 4.0**

Version 1.0 Approved by the Board of Directors on **15 DECEMBER 2021**.

Version 2.0 Approved by the Board of Directors on **22 DECEMBER 2023**.

Version 3.0 Reviewed and Approved by the Board of Directors on **28 APRIL 2025**.

Version 4.0 Reviewed and Approved by the Board of Directors on **17 MARCH 2026**.

Bajaj Auto Credit a ni a, a hlawhtling hle He company hi a hmain Bajaj Auto Consumer Finance Limited tia hriat a ni. Rules of procedure leh code of conduct dik tak zawm.

1. Thuhmahruai

Reserve Bank of India ("RBI")-a Non-Banking Finance Deposit Taking Company anga registered Bajaj Auto Credit Limited (hmanlai Bajaj Auto Consumer Finance Limited) ("The Company") chuan loan chi hrang hrang pekna sumdawnna lama awm a rawt a, a bik takin Company leh a subsidiary & associate-te customer hrang hrangte hnena Automobile Vehicle Loan pek a ni. Chutiang credit facility chu customer-te tan pawh tihzauh theih a ni a, chutah chuan Mimal, Partnership Firm, Company leh Legal entity dangte pawh a tel thei a ni.

Company chuan RBI thupek angin Fair Practices Code (FPC emaw Code) a siam a, chutiang bawk chu Board of Directors chuan 15 December 2021-a an meeting-ah a remchan dan angin a pawm a, Fair Practices Code hian a customer-te nena an inzawmnaah fair practices/ standards atana principles a tarlang a ni.

October 19, 2023-a RBI-in Reserve Bank of India (Non-Banking Financial Company –Scale Based Regulation) Directions, 2023-a Master Directions a tihchhuah angin, NBFC-te'n customer interface an neih theihna tura Code-ah hian tihdanglamna engemaw zat a ngai ta a, chutiang chuan he Code siamṭhat hi Board of Directors-in 22 December 2023-a a meeting neihah uluk takin a pawm tawh a, hetiang hian:

2. Thutiam pawimawh tak tak

Company-in customer-te hnena a thutiam pawimawh tak takte chu:

Ka. Customer te nena an inbiak dan zawng zawngah dik tak leh dik takin hma la rawh se:

• Code-a tarlan thutiam leh tehfungte zawm, Company-in thil siam leh service a pekte leh, a thawktute'n an zawm dan tur leh an tih danah te

• Company thil siam leh service te hian dan leh hrai kaihhnawih a zawm em tih enfiah

• Company-in customer-te nena an inzawmna chu ethical principles of integrity leh transparency-ah a innghat ang

ii. Company thil siamte hnathawh dan hrethiam turin customer-te chu hetiang hian pui rawh:

• Sum leh pai lama an nghawng dan sawifiah

iii. Thil kalsualte chu rang tak leh lainatna nen hmachhawn rawh:

• Thil tihsual siamthat

• Customer-te complaint-te buaipui

• Customer te chu an la lungawi loh chuan an complaint chu hmalam pan dan tur hrilh

iv. Code hi publicize la, Company website-ah dah la, customer-te tan dilna angin copy awm rawh.

3. Thu hriat tur

a) Customer-te chu an mamawh phuhruk thei tur leh an duhzawng service leh product-a thil pawimawh tak takte sawifiahna chiang tak pe thei tur thil leh service thlan tura tanpui.

b) Customer identity leh address dik tak din chhuah nan Company-in an hnen atanga document leh information a mamawh te leh dan leh thupek zawm tur document dangte hriattir.

4. Loan dilna leh a tihfel dan

a) Loan latu hnena inbiakpawhna zawng zawng chu vernacular language emaw, loan latuin a hriatthiam dan tur emaw a ni tur a ni.

b) Company-in Loan dilna form-ah hian loan latu hlawkna tichhe thei tur thu pawimawh tak tak a awm ang a, chutiang chuan NBFC dangte'n term leh condition an pekte nen awmze nei taka tehkhin theih a ni ang a, loan latu chuan thutlukna dik tak a siam thei ang. Loan dilna form-ah hian dilna form nena thehluh tur documents te tarlan a ni ang.

c) Company chuan loan dilna a dawn avanga acknowledgement pekna system a nei ang. Loan dilna tihtawp hun chhung chu acknowledgement-ah tarlan a ni ang.

5. Loan appraisal leh terms/conditions te

Company chuan loan latu hnenah ziakin a loan latu hnenah vernacular language emaw, sanction letter emaw, a dang emaw hmangin, loan sanction zat chu kum khata interest rate leh a hman dan tur telin terms and conditions te nen a thlen ang a, heng terms and conditions te hi loan latuin a pawm dan chu a record-ah a dah ang. Company chuan penal interest chu a sawi ang a, chu chu late repayment leh / emaw customer lam atanga default dang a awm chuan a lak tur a ni a, loan agreement-ah bold-in a ziak ang.

Company chuan loan agreement copy, loan latuin a hriatthiam angin vernacular language-a hman a tha ber a, chubakah loan agreement-a tarlan enclosure zawng zawng copy pakhat zel chu loan sanction / disbursement pek hunah loan latu zawng zawngte hnenah a pe ang.

6. Loan account-a hremna pek

a) Borrower-in loan contract-a material terms and conditions a zawm loh avanga hremna pek a nih chuan 'penal charges' anga ngaih a ni ang a, advance-a interest lak zat rate-a dah belh 'penal interest' angin lak tur a ni lo. Penal charges capitalization a awm lo vang i.e., a dang pawh a awm lo vang chutiang charge-a interest chhut a ni. Mahse, hei hian loan account-a interest compounding kalpui dan pangngai chu a nghawng dawn lo.

b) Company chuan interest rate-ah hian component dang a dah belh tur a ni lo va, heng kaihhruainate hi letter leh spirit-a zawm a nih theih nan a enkawl tur a ni.

c) Company chuan loan-a penal charges emaw, chutiang bawka charge emaw chungchangah Board pawmpui policy a siam ang a, a hming pawha koh a ni ang.

d) Penal charges quantum chu loan/product category bik chhunga inthliarna awm lovin loan contract-a material terms and conditions zawm lohna nen a inmil tur a ni.

e) 'Mimal loan latu te hnena loan sanctioned a nih chuan, sumdawnna tih loh thil dang atan, mimal loan latu ni lote hnena material terms and conditions inang chiah zawm loh avanga penal charges aiin a sang tur a ni lo.

f) Penal charges quantum leh chhan chu Company chuan loan agreement leh terms & conditions pawimawh ber ber/Key Fact Statement (KFS)-ah chiang takin customer-te hnenah a tarlang tur a ni a, chubakah Schedule of Charges hnuaia Company website-a tarlan a nih bakah.

g) Loan latu te hnenah loan chungchanga material terms and conditions zawm loh thu hriattirna thawn a nih apiangin penal charges chu hriattir tur a ni. Tin, penal charges lakna instance eng pawh leh a chhan pawh hriattir tur a ni bawk.

h) Heta thupek tarlan te hi January 1, 2024 a\angin hman tan a ni ang a, Company chuan policy framework-ah siamthatna \ha tak a nei thei ang a, loan thar hman/ tihthar zawng zawng chungchanga thupekte chu hman \an ni a\anga kalpui a nih theih nan a enkawl thei ang. Loan awmsaah chuan penal charges regime thara inthlakna chu a hnua review emaw renewal date emaw, heng instruction hman tan atanga thla ruk emaw, a hma zawk emaw a nih chuan tihfel a ni ang.

7. Loan pek chhuah te bakah term leh condition tihdanglam te

a) Company chuan loan latu hnenah vernacular language emaw, loan latuin a hriatthiam angin tawng emaw hmangin hriattirna a pe ang a, chung zingah chuan disbursement schedule, interest rate, service charges, prepayment charges etc. te pawh a tel ang. Hemi chungchangah hian condition tling tak chu loan agreement-ah hian dah tel a ni ang.

b) Inremna hnuaia pawisa pek emaw, performance emaw recall / accelerate tura thutlukna siam chu loan agreement angin a ni ang.

8. Responsible Lending Conduct – Mimal loan pek let/ settlement chungchanga movable/immovable property document tihchhuah

Movable/ immovable property documents pek chhuah kim a nih veleh tihchhuah leh customer lungawi lohna leh inhnialna thlen thei loan account khar a nih chuan, loan latuten harsatna an tawhte sutkian nan leh Company zingah mawhphurhna nei taka lending conduct tihhmasawn kawngah a hnuaia kaihhruainate hi zawm a ni ang:

a) Movable/immovable property document tihchhuah (i) Company chuan loan account a pek kim/settlement atanga ni 30 chhungin original movable / immovable property document zawng zawng a tichhuak vek ang a, registry eng pawha registered charges te chu a paih vek ang.

(ii) Loan latu chuan a duh angin, loan account service na banking outlet/branch emaw, Company office dang emaw a\angin emaw, a duh angin, movable/ immovable property document original chu lak theihna option pek a ni ang.

(iii) Movable/immovable property document original-te loan sanction letter tihchhuahah emaw, a hman tan ni emaw, a hnu lama pek chhuah hunah chuan original movable/immovable property document-te pek let hun tur leh a hmun tur chu tarlan tur a ni.

(iv) Sole borrower emaw joint borrower emaw thihna thleng thei (contingent event of demise) hmachhawn tur chuan Company chuan original movable/immovable property documents te chu legal heirs te hnena pek let dan tur ruahmanna felfai tak a nei tur a ni. Chutiang kalphung chu Company website-ah tarlan a ni ang a, chu chu customer information atana policy leh kalphung dang ang chi te nen a lang ang.

b) Movable/immovable property document tihchhuah tlai avanga zangnadawmna pek

(i) Original movable/immovable property document tihchhuah a tlai emaw, loan pek kim/ settlement a nih hnu ni 30 hnu lama charge satisfaction form chu registry kaihhnawih-a thehluh loh a nih chuan Company chuan chutiang tihkhawtlai chhan chu loan latu hnenah a hriattir ang. Company avanga tihkhawtlai a nih chuan loan latu chu a tlai ni khatah ₹5,000 rate-in a rul ang.

(ii) Original movable/immovable property documents hloh/chhiat a nih chuan, a then emaw, a pum emaw pawh nise, Company chuan loan latu chu movable/immovable property documents duplicate/certified copy laknaah a pui ang a, a kaihhnawih senso chu a phur ang a, chubakah a chunga clause (ii)-a tarlan angin compensation pek bakah. Mahse, chutiang a nih chuan Company chuan he kalphung hi tihfel theih nan ni 30 chhung hun pek belh a ni ang a, chumi hnuah (i.e., hun zawng zawng ni 60 hnuah) delayed period penalty chu chhut a ni ang.

(iii) Heng thupek hnuaia compensation pek hian dan hman tur angin loan latuin compensation dang a hmuh theihna tur dikna a tichhe lo ang.

c) A hman theih dan

Heta thupek awmte hi December 01, 2023 emaw a hnu lama original movable/immovable property document tihchhuah hun tur a awm chuan hman tur a ni.

9. A tlangpuiin

a) Company chuan loan agreement-a thuthlung leh condition-a thil tum awmte tih loh chu loan latu thila inrawlh chu a pumpelh ang (thu thar, a hmaa loan latuin a puan loh chu Company hriatnaah a lo thleng a nih loh chuan).

b) Borrower account transfer dilna loan latu hnen atanga dilna dawn a nih chuan, Company-in remtihna emaw, a dang emaw i.e., Company-in a dodalna, a awm a nih chuan, dilna dawn a\anga ni 21 chhungin a thlen ang. Chutiang transfer chu dan angin contractual terms langtlang tak angin a ni ang.

c) Loan lak let chungchangah Company chuan undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans, etc. Company-a thawktute hnen atanga nungchang mawi lo tak tak awm lo turin Company chuan staff-te chu customer-te nena inbiakpawhna tur dik taka zirtirna pek an nih theih nan a enkawl tur a ni.

Customer venhimna tehfung angin leh uniformity thlen theihna turin

bank leh Company-a loan latuten loan hrang hrang an pek hmasak chungchangah, Company chuan sumdawnna tih loh thil dang atana term loan sanctioned-te chu mimal loan latu hnenah, co-applicant nei emaw nei lo emaw hnenah foreclosure charges/ pre-payment penalty a la lovang.

10. Board of Directors mawhphurhna

1) Company Board of Directors chuan pawl chhunga grievance redressal mechanism dik tak a siam bawk ang. Chutiang mechanism chuan lending institution-a thawktute thutlukna atanga buaina lo chhuak zawng zawng chu a tlem berah level sang zawkah ngaihtuah leh chinfel a nih theih nan a enkawl ang.

2) Board of Directors chuan dan zawm leh zawm loh chu a hun hunah enfiahna tur a ruahman bawk ang

of the Fair Practices Code leh management level hrang hranga grievance redressal mechanism hnathawh dan te a sawi bawk. Chutiang review-te consolidated report chu Board-in a ruat angin, hun bi neiin thehluh tur a ni.

11. Grievance siamthatna

a) Fair Practices Code zawm leh zawm loh leh management level hrang hranga grievance’s redressal mechanism hnathawh dan a hun hunah enfiah. Chutiang review-te consolidated report chu Board-ah a hun hunah thehluh a ni ang.

b) Company branch/ hmun zawng zawngah, sumdawnna kalpuina hmunah, customer-te hlawkna tur atan, a hnuaia thute hi langsar takin a lang tur a ni:

i. Company laka complaint awmte chinfelna atana biak theih Grievance Redressal Officer hming leh contact details (Telephone / Mobile nos. as also email address) te.

ii. thla khat chhunga complaint / dispute chu chinfel a nih loh chuan customer chuan Company registered office chu a thuneihna hnuaia awm RBI-a Regional Office of DNBS-a Officer-in-Charge hnenah a appeal thei ang.

Mipui hriattirna hian customer-te hnena Company-in grievance redressal mechanism a zawm dan, Grievance Redressal Officer leh RBI Regional Office-te chipchiar zawka tarlanna a ni ang.

12. Bank ni lo Financial Company te tana Ombudsman Scheme, 2018 - Nodal Officer/ Principal Nodal Officer ruat

Ombudsman Scheme hnuaiah hian Company hian Nodal Officer (NO) a nei ang a, chungte chuan Company aiawh tur leh Company laka complaint thehluh chungchangah Ombudsman hnenah information pe tur an ni ang.

Principal Nodal Officer (PNO) chuan, a dangte bakah, Scheme hnuaia Ombudsman leh Appellate Authority hmaah Company aiawh tura mawhphurhna a nei ang. Principal Nodal Officer hian Customer Education and Protection Department (CEPD), RBI, Central Office te nena inremna leh inbiakpawhna hna a thawk ang.

Customer te hlawkna tur atan, sumdawnna kalpuina branch/ hmunah te, PNO/NO/GRO te hming leh contact details (Telephone/ Mobile number ang bawkin email address pawh) leh Ombudsman hming leh contact details te, customer in a biak theih tur te.

An office leh branch zawng zawngah Scheme-a thil langsar tak takte (English, Hindi leh Vernacular tawngin) chu office emaw branch emaw tlawhtu miin awlsam taka thu hriat theihna tur angin langsar taka tarlan tur a ni.

Website-ah hian Ombudsman Scheme, Nodal Officer leh Principal Officer chungchang chipchiar taka tarlan tur a ni.

Reserve Bank – Integrated Ombudsman Scheme, 2021 (RBIOS, 2021) hnuaia company huamte chuan he Scheme tarlan hnuaia kaihhruaina pekte chu a zawm tur a ni.

13. Ṭawng leh inbiakpawhna Fair Practice Code

Fair Practices Code (a tha ber chu vernacular language-a awm tur a ni a, a nih loh leh loan latuin a hriatthiam dan tur) chu a chunga tarlan kaihhruaina hmanga siam chu Company zawng zawngin an Board-te remtihnain an siam ang. Company chuan Fair Practices Code siam zalenna a nei ang a, kaihhruaina huam chin a tipung ang a, mahse engti kawng mahin a chunga kaihhruaina hnuaia awm thlarau chu a hlan lo ang. Chutiang bawk chu Company website-ah dah tur a ni a, stakeholder hrang hrangte hriattirna atan.

14. Website-a thu post

Fair Practices Code, in major vernacular languages chu Company website-ah stakeholder hrang hrangte hriattirna atan dah tur a ni.

15. Interest tam lutuk lak dan tur ruahmanna siam

a) Board of Directors chuan loan leh advance-a interest lak tur rate tihfelna tur interest rate model a siam ang a, processing leh charge dangte chu thil kaihhnawih te ngaihtuah chungin, sum senso, margin leh risk premium, etc. Interest rate leh risk gradations atana approach leh loan latu category hrang hrangte hnena interest rate hrang hrang lakna tur rationale chu application form-ah borrower emaw customer emaw hnenah puan chhuah a ni ang a, hriattir tur a ni sanction letter-ah chiang takin a sawi.

b) Interest rate leh risk gradation dan tur pawh company website-ah tarlan tur a ni. Website-a thuchhuah emaw, thil danga tihchhuah emaw chu interest rate-a inthlak danglamna a awm apiangin update tur a ni.

c) Interest rate chu annualized rate a ni ang a, chutiang chuan loan latu chuan account-a charge tur rate dik tak a hriat theih nan.

Company-in interest a lak tam lutuk chungchanga complaint

1) Reserve Bank hian levying of NBFC-in loan leh advance ṭhenkhata interest leh charge tam lutuk a laksak. Interest rate hi Reserve Bank-in a thunun lo nachungin, level engemaw zat aia tam interest rate chu a tam lutuk anga ngaih theih a ni a, a chhunzawm theih loh bakah sum leh pai kalphung pangngai nena inmil lo a ni thei bawk.

2) Company Board of Directors te chuan interest rate leh processing leh charge dangte tihfelna kawngah internal principle leh procedure dik tak an siam ang. Hemi chungchangah hian loan terms and conditions chungchangah langtlang taka kalpui chungchanga Fair Practices Code-a kaihhruaina tarlan te chu ngaihtuah tel tur a ni.

16. Lirthei sum hmanga lak let leh

Company chuan loan latu nena loan inremnaah built-in re-possession clause a dah tel ang a, chu chu dan anga hman theih a ni ang. Transparency a awm theih nan loan agreement-a terms and conditions-ah hian hetiang lam hawi thupek pawh a awm tur a ni:

a. possession lak hmaa hriattirna hun pek a ni.

b. hriattirna hun chhung tihtawp theihna tur dinhmun.

c. security lak dan tur ruahmanna.

d. thil hralh / lilam hmaa loan latu hnena loan pek let theihna chance hnuhnung ber pek tur chungchanga thupek.

e. loan latu hnena repossession pek dan tur, leh

f. thil hralh / lilam dan tur.

Chutiang thupek leh thupek copy chu loan latute hnenah pek tur a ni.

17. Company-in taksa/hmuh lama harsatna tawkte hnena loan pek theihna tur

Company chuan loan facility telin product leh facility te chu taksa/ mit lama harsatna nei diltu te hnenah rualbanlohna avanga tihzauh kawngah a thliar hrang lo vang. Company branch zawng zawngte chuan chutiang mite chu sumdawnna hmun hrang hrang hman tangkai theihna turin a theih ang anga tanpuina an pe ang. Company chuan dan leh international convention-in rualbanlote dikna chanvo a pekte awmna module remchang tak a dah tel tur a ni a, chu chu an hnathawkte tan level zawng zawnga training programme neih zawng zawngah a tel tur a ni. Tin, Company chuan a siam tawh Grievance Redressal Mechanism hnuaiah rualbanlote lungawi lohna siamthat a ni ang.

18. Fair Practices Code thlirletna

Code hi a hun hunah enfiah a ngai a, Company Board-in a pawmpui hmasak phawt a ngai a ni.

Place: Pune **RAJIV BAJAJ**
Date: 17 March 2026 **CHAIRMAN**