

BUSINESS RESPONSIBILITY REPORT 2018-19

Preface

As mandated by SEBI, India's top-500 listed entities based on market capitalisation on the BSE and NSE are required to submit a Business Responsibility Report ('BRR') along with their Annual Report. Aavas Financiers Limited has been listed on the BSE Limited ('BSE') and the National Stock Exchange of India Limited ('NSE') since October 08, 2018. The Company is well aware of its business responsibility and would like to communicate the same to the public at large. However, this is the first year that the Company has prepared a Business Responsibility Report, the Company commits that the performance on the BR indicators and principles would be evaluated annually by the Board of Directors. The Business Responsibility Report of the Company is published on an annual basis effective from FY 2018-19, in accordance with SEBI requirements and would be placed on Company's website: www.aavas.in

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

- 1. Corporate Identity Number (CIN) of the Company:** L65922RJ2011PLC034297
- 2. Name of the Company:** Aavas Financiers Limited ("Aavas")
- 3. Registered and Corporate office:** 201-202, 2nd Floor, South End Square, Mansarovar Industrial Area, Jaipur - 302 020, Rajasthan, India
- 4. Website :** www.aavas.in
- 5. E-mail ID:** investorrelations@aavas.in
- 6. Financial year reported:** 2018-19
- 7. Sector(s) that the Company is engaged in (industrial activity code-wise):**

NIC code	Description
64910	Housing Finance Activities

- 8. List three key services that the Company provides (as in balance sheet):** The principal business activity of the Company is providing Housing finance for the purchase or construction of residential properties, and for the extension and repair of existing housing units.

- 9. Total number of locations where business activity is undertaken by the Company:**

(a) Number of International Locations (Provide details of major five): Nil

(b) Number of National Locations: The Company is operating its business in India in 10 states through 210 branches as on March 31, 2019

- 10. Markets served by the Company - local/state/national/international:** The Company has presence in 10 states of India.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

- 1. Paid-up Capital:** ₹78,10,79,010
- 2. Total Income:** ₹710.97 crore
- 3. Total Comprehensive Income:** ₹176.14 crore
- 4. Total Spending on Corporate Social Responsibility (CSR):** Refer to the Annual Report on CSR Activities annexed to the Directors' Report.
- 5. List of the activities in which expenditure in 4 above has been incurred:** Refer to the Annual Report on CSR Activities annexed to the Directors' Report

SECTION C: OTHER DETAILS

- 1. Does the Company have any subsidiary Company/Companies?**

Yes, the Company had one subsidiary as on March 31, 2019, namely, Aavas Finserv Limited.

- 2. Do the subsidiary Company/Companies participate in the Business Responsibility (BR) initiatives of the parent company?**

Aavas Finserv Limited has not started business operations yet, and hence, is not a part of the BR initiatives undertaken by the Company.

- 3. Do any other entity/entities (e.g. suppliers, distributors, etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]**

No other entities participate in the BR initiatives of the Company.

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR

S. No.	Particulars	Details
1 (a) Details of Director/Directors responsible for BR		DIN: 03154532
1	Director Identification Number (DIN)	Mr. Sushil Kumar Agarwal <i>Managing Director and CEO</i> Email ID : ceo@aavas.in Telephone number : 0141-6618839
2	Name	
3	Designation	
1 (b) Details of the BR head		
1	DIN (if applicable)	
2	Name	
3	Designation	
4	Telephone number	
5	E-mail ID	

2. Principle-wise (as per NVGs) BR policy/policies

a) Details of compliance (reply in Y/N)

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for all the principles	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant Stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national/international standards?	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*	Y*
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the Company have a specified Committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	All the policies are available to the employees of the Company. Most of the policies are also available on the Company's website: www.aavas.in								
7.	Has the Policy been formally communicated to all relevant internal and external Stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a Grievance Redressal Mechanism related to the Policy/Policies to address Stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the Company carried out Independent Audit/ evaluation of the working of this Policy by an Internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

*National standards

- b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: **Not applicable**

3. Governance related to BR

- a) **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

The BR performance of the Company is assessed on an annual basis.

- b) **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

Since the equity shares of the Company got listed on the stock exchanges during the financial year under review, the Company has started publishing BR report from FY 2018-19 onwards. The same is available on the website of the Company at URL <https://www.aavas.in/investor-relations/annual-reports>.

SECTION E: PRINCIPLE-WISE PERFORMANCE

PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH ETHICS, TRANSPARENCY AND ACCOUNTABILITY

1. **Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/ No. Does it extend to the group/joint ventures/suppliers/contractors/NGOs/others?**

The Company considers Corporate Governance as an integral part of its business conduct and is committed to uphold the best practices in the area of Corporate Governance, in letter and spirit. The Company believes that good corporate governance is more than just complying with legal and regulatory requirements. The Company has inter alia adopted the following policies to ensure its business conduct in an ethical, transparent and accountable manner:

- Customer Grievance Policy
- Fair Practice Code

- Code of Conduct for the Board of Directors and the Senior Management Personnel
- Code of Conduct for Employees
- Fit and Proper Criteria for Directors
- Prevention of Insider Trading Policy
- Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information
- Vishakha Policy against Sexual Harassment as required under Sexual Harassment of Women at Workplace (Prevention, Prohibition And Redressal) Act, 2013
- Vigil Mechanism/Whistleblower Policy
- Policy on Recording of Investor Communications
- Policy on 'Know Your Customer' and 'Anti-Money Laundering Measures'
- Dividend Distribution Policy

The Code of Conduct is communicated to all the employees and every new joiner is provided training on the Code of Conduct of the Company. The Company has put in place a Whistle Blower Policy for the Directors and Employees to report genuine concerns or grievances about unethical behaviour, actual or suspected frauds/violations of the Company's Code of Conduct or insider trading related matters, if any.

The Code of Ethics and Business Policies are applicable to all personnel of the Company as well as consultants, representatives and agents dealing with it.

There was no case of violation of the Company's Code of Conduct reported during the FY 2018-19. Further, no case was reported under the Policy on Sexual Harassment during the financial year under review.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?**

No stakeholder complaints were received in the financial year under review except the following:

S. No.	Particulars	Complaints received	Complaints resolved	Pending	Complaint Resolution (%)
1.	Customer complaints	158	156	2*	99
2.	Shareholder complaints	5	5	Nil	100
3.	Complaints received under Whistler Blower Policy / Vigil mechanism	1	1	Nil	100
4.	Complaints relating to sexual harassment	Nil	Nil	Nil	N/A
5.	Complaints relating to Discriminatory employment	Nil	Nil	Nil	N/A
6.	Complaints relating to Child/forced/involuntary labour	Nil	Nil	Nil	N/A

* Complaints which were pending as at March 31, 2019 has since been resolved.

PRINCIPLE 2: TO PROVIDE SERVICES THAT ARE SAFE AND CONTRIBUTE TO SUSTAINABILITY THROUGHOUT THEIR LIFE CYCLE

1. List up to three of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities

The principal business activity of the Company is providing housing finance to serve the Housing needs of the people in this country, in accordance with the guidelines provided by the National Housing bank (NHB) from time to time. Thus, the Company is not engaged in a business concerning design of products/ services that could raise social concerns, cause economic risks and/or lead to hazardous possibilities.

Furthermore, the principal business operations of the Company are in sync with the Government of India's vision of 'Housing for All'. The Company focuses on the affordable housing sector, which predominantly comprises of customers belonging to the lower and middle income segments hailing from suburban and rural areas that have limited access to formal banking credit. The Company contributes to social and economic growth by participating "Pradhan Mantri Awas Yojana" of Government of India, which helps customers from the LIG/MIG segments to avail the benefits offered by the Credit Linked Subsidy Scheme (CLSS).

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

Not Applicable.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)?

Not Applicable.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

Not Applicable.

5. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Not Applicable.

PRINCIPLE 3: TO PROMOTE THE WELL-BEING OF ALL EMPLOYEES

Aavas Financiers Limited cares about its employees and their needs and strives to create a more inclusive workplace. The Company lays keen emphasis on nurturing talents by offering its employees a space to explore, learn and grow.

The Company is committed to developing the career of its people by defining a growth path for them. The Company motivates its employees to perform passionately with a sense of ownership. Mr. Sushil Kumar Agarwal, Managing Director and CEO of the Company, emphasizes on the fact that employees should be encouraged to take up the activities that foster personal development as well as enhance their health, skill and knowledge.

The Company is committed to provide a work environment that is gender friendly, which ensures that every female employee is treated with dignity, respect and equality. There is zero tolerance towards sexual harassment and any act of sexual harassment invites serious disciplinary action. The Company initiates various employee-engagement initiatives throughout the year for ensuring the well-being of its employees.

i. Work life Balance: The Company believes that maintaining a holistic work-life balance is of utmost importance. This ensures that the employees are able to work tirelessly to achieve the desired targets. In a bid to offer its employees a balanced, fulfilling professional life, the Company has fixed a 7.00 pm deadline as office closing hours. The Company wants every employee to spend quality and blissful time with their loved ones for fulfilling a life, therefore Company urges employees to plan their holidays in advance which helps to strike a balance between professional and personal space by optimizing their leisure time without hampering the work.

ii. Pure Life: A healthy and motivated workforce is crucial when it comes to achieving the Company's business goals. Ensuring employee well-being is a key focus area for Aavas. The Company organizes various initiatives under its series "Pure Life" which includes regular medical check-ups of employees and their family members by in-house Doctor at Corporate Office, Weight loss Competitions, Annual sport event such as "Khelo Utsav", etc.

iii. E-Connect : In line to Company's efforts to smoothen HR Processes and bring all HR Activities related with the employee life cycle on one platform, the Company has implemented a HRMS platform called as "E-connect"

iv. Human resource activities: The Company believes that engaged and stimulated minds are the most productive. Consequently, the Company's HR team organizes various events like Women's Day celebrations, Team Outings/ get together, inter department competitions and sport events, among others, to foster all-round development.

v. Employee Stock Options: The Company has implemented Employee stock options plan with a

view to promote the culture of employee ownership and to attract, retain and motivate employees as well as critical talent of the Company and to give them opportunity to participate and gain from the Company's performance, thereby, acting as a retention tool as well as to align the efforts of such talent towards long term value creation in the organization.

1. **Please indicate the total number of employees –**
3190 employees as on March 31, 2019
2. **Please indicate the total number of employees hired on temporary/contractual/casual basis –**
806 contractual employees as on March 31, 2019
3. **Please indicate the number of permanent women employees –**
153 permanent woman employees as on March 31, 2019

4. **Please indicate the number of permanent employees with disabilities –**

Nil

5. **Do you have an employee association that is recognised by management?**

Nil

6. **What percentage of your permanent employees is a member of this recognised employee association?**

Nil

7. **Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

Serial number	Category	Number of complaints filed during the financial year	Number of complaints resolved	Pending
1.	Child /forced/involuntary labour	Nil	Nil	Nil
2.	Sexual harassment	Nil	Nil	Nil
3.	Discriminatory employment	Nil	Nil	Nil

8. **What percentage of your under mentioned employees were given safety and skill upgradation training in the last year?**

The training & learning approach at Aavas is designed to enhance the individual and organizational capabilities needed to execute business in an efficient manner. For new employees, Learning and Development (L&D) deploys induction program known as "Parambh" to introduce and integrate the new joiners to Aavas culture and its style of working. Further Aavas conducted various training to ensure all its employees are up to date with the existing and new products of the Company. Aavas trained almost 1440 employees during the Financial Year ended March 31, 2019, which included a total of over 300 days of offline training. The L&D team also provides leadership development interventions to those who manage team with Company's Lead 1 program. Along with an online training program known as "FLIP" which has been started to ensure that employees can learn along with their work. This financial year Company has provided FLIP online learning to almost 250 employees. The Company has different Management Development Programs (MDP) with IIM's for management skill development. Continuous learning and development is always first priority at Aavas.

PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF, AND BE RESPONSIVE TOWARDS ALL Stakeholders, ESPECIALLY THOSE WHO ARE DISADVANTAGED, VULNERABLE AND MARGINALISED.

The Company has always believed in aligning business practices with societal needs and expectations. The Company treats each and every stakeholder on the basis of the principles of fairness and justice, irrespective of their caste, creed, religion and gender. Identification of vulnerable Stakeholders and the impact the Company has on them is of crucial importance when it comes to developing long-term strategies that create value.

The Company commenced its operations in March 2012 with a focus on serving low and middle income, self-employed customers in the rural and semi-urban markets and have followed an approach of targeting geographies with low credit penetration.

The Company has developed strong relationships with its customers through in-person contact by addressing their financial needs in a timely and requisite manner. It believes that maintaining direct contact with its customers helps mitigate underwriting and default risks, and enables to provide personalized services resulting in a satisfied customer base, increased customer connect and loyalty. The personal contact with customers in rural and semi-

urban markets also encourages repeat business and leads to referrals.

1. Has the Company mapped its internal and external Stakeholders?

Yes, the Company has mapped its internal and external Stakeholders.

2. Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised Stakeholders?

Yes.

3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised Stakeholders. If so, provide details thereof, in about 50 words or so.

A large segment of India's rural and semi-urban population is currently unserved or underserved by formal financial institutions comprising of customers without any credit history. As of March 31, 2019, 62.27% of Company's Gross Loan Assets were from customers belonging to the Economically Weaker Section (EWS) and the Low Income Group (LIG), earning less than ₹50,000 per month.

The Company plans to continue to focus on low and middle income self-employed customers and increase its market share of the existing products in the rural and semi-urban markets of India.

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

The Company, on its own initiatives, is committed to comply with all human rights and follow it across all Stakeholders associated with the Company. The Company does not employ any forced labour and child labour and is committed to promoting the general equality among the employees.

Aavas Financiers recognises its responsibility as an upholder of human rights within its spheres of influence, which includes:

- i. Employees
- ii. Customers
- iii. Shareholders
- iv. Clients and business partners

1. Does the policy of the Company on human rights cover only the Company or extend to the group/joint ventures/suppliers/contractors/NGOs/others?

The policy of the Company is applicable to both the Company as well as the external Stakeholders.

2. How many Stakeholders complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

The Company had not received any complaint

pertaining to sexual harassment during the year under review. Apart from the said complaint, no other complaint was received pertaining to violation of human rights during the year.

For details of all the Stakeholders Complaints, it is requested to refer the response on Principle 1.

PRINCIPLE 6: BUSINESS SHOULD RESPECT, PROTECT, AND MAKE EFFORTS TO RESTORE THE ENVIRONMENT

Business should utilise natural and man-made resources in an optimal and responsible manner and ensure environmental sustainability by proactively reducing and managing waste. In this regard, the Company has taken up a number of initiatives.

The operations of the Company, being financial services doesn't require intensive consumption of environmental resources. However, the Company is taking every necessary step for energy conservation and environment protection.

1. Does the policy related to Principle 6 cover only the Company or extends to the group/joint ventures/suppliers/contractors/NGOs/others.

The policy of the Company is applicable to both the Company as well as the external Stakeholders.

2. Does the Company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

The Company is planning to address environmental issues through its CSR Initiatives. The CSR Policy of the Company can be accessed at <https://www.aavas.in/csr-policy>.

3. Does the Company identify and assess potential environmental risks?

Yes, the Company assesses potential environmental risks.

4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?

Not Applicable.

5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.? Y/N. If yes, please give hyperlink for web page etc.

The Company has taken various initiatives, including:

- i. Installing LED lights across all offices and branches
- ii. Switching off major systems at 7 pm to lower electricity consumption

- iii. Procurement of Energy Saving Green IT Equipment
- iv. Installing High-end Copier Machine in High Print volume in Branches to reduce the Carbon Footprint,
- v. Disposal wastage IT assets in an environment friendly way
- vi. Paperless Board and Committee Meetings

6. Are the emissions/waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Not Applicable.

7. Number of show cause/ legal notices received from CPCB/SPCB which is pending (i.e. not resolved to satisfaction) as on end of financial year.

The Company has not received any notice from CPCB / SPCB.

PRINCIPLE 7: BUSINESSES, WHEN ENGAGED IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A RESPONSIBLE MANNER

The Company engages with industry bodies and associations to influence public and regulatory policies in a responsible manner and advocates best practices for the benefit of the society at large.

1. Is your Company a member of any trade and chamber or association? If yes, name only those major ones that your business deals with:

The Company is a member of the following associations:

- a) The Associated Chambers of Commerce & Industry of India (ASSOCHAM)
- b) PHD Chamber of Commerce and Industry (PHD Chamber)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: governance and administration, economic reforms, inclusive development policies, energy security, water, food security, sustainable business principles, among others)

No.

PRINCIPLE 8: BUSINESSES SHOULD SUPPORT INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

In the contemporary dynamic corporate environment, a self-regulating business model helps a company to stay accountable to itself, its Stakeholders as well as public at large. The Company wants to contribute in sustainable and inclusive growth of their Stakeholders by building economic, social and environmental capital and same

is reflected in the Corporate Social Responsibility (CSR) policy of the Company. The Company through its CSR initiatives shall continue to enhance value creation in the society and in the community in which it operates, through its services, conduct & initiatives, so as to promote sustainable growth for the society and community, in fulfillment of its role as a Socially Responsible Corporate, with environmental concern.

The Company wants to collaborate with communities and institutions to contribute to the national mission of eradicating poverty and hunger, especially in rural areas, through knowledge sharing, empowering women economically, gender equality, supplementing primary education and participating in rural capacity building programmes and such other initiatives. Equitable development refers to an approach for meeting the needs of the underserved sections of the society. All these philosophies are intrinsically associated with the mission of the Company: 'to empower and upgrade lives of low and middle income customers by providing them accessible home loans and setting pioneering benchmarks in unserved and underserved markets.' As a means to this end, the Company has undertaken several initiatives in the realm of CSR, including:

- i. Women's Economic Empowerment;
- ii. Skilling and Vocational Training;
- iii. Health and Sanitation;
- iv. Promotion of Sports;
- v. Safe Drinking Water;
- vi. Education;
- vii. Environment Protection;
- viii. Fauna Welfare

1. Does the Company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

Yes, the Company's approach for taking forward such programmes/Initiatives/Projects are given in the CSR Policy (<https://www.aavas.in/csr-policy>). Projects implemented by the Company in FY 2018-19 and Project wise CSR expenditure is given in "Annexure-8" of the Directors' Report.

The Company also partners with Government of India to provide home loan for customers from the LIG/ MIG segments under Pradhan Mantri Awas Yojna for distributing Credit Link Subsidy Scheme (CLSS). Also, the Company has a policy to give priority in sanctioning those loans, where female member of the family acts as the Applicant/Co-Applicant for the loan. This helps in promoting the Economic and Social empowerment for women.

2. Are the programmes/projects undertaken through in-house team/own foundation/ external NGO/government structures/any other organisation?

The Company is directly involved in implementing and executing its various CSR projects. Apart from that, Company also engages external NGO and Organisations for the areas in which it lacks expertise but projects are monitored and supervised by in-house teams only. The Company has also set up its own foundation, Aavas Foundation for implementing such programmes/projects.

3. Have you done any impact assessment of your initiative?

Yes, at periodic intervals, CSR Committee and the Board of Directors are apprised with the progress and updates of the CSR initiatives undertaken as per the guidelines of Schedule VII of the Act.

4. What is your Company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken?

Refer "Annexure-8" of the Directors' Report where, community development projects are part of CSR Expenditure.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

The Company believes in constructive implementation in behavioural change among communities towards the facilities developed. The Company engages with several Stakeholders at the grass-root level to bring the change in behaviour and build capacities of communities. These Stakeholders, which includes NGOs and other institutions engage with the community and suggest methods to bring participation of the communities. In this way not only the community benefits but they also actively participate, which in turn helps the Company to evolve and sustain its projects.

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS IN A RESPONSIBLE MANNER

The Company has a vision for enriching lives of people by enabling them to achieve their dream of owning a home with a tagline "SAPNE AAPKE, SAATH HAMAARA". We

strive to provide the best and delightful experiences to our customers at every interaction.

The Company believes in sourcing customers directly, and maintaining on-going relationships and contact with them. A majority of the customers of the Company are borrowers who have been referred to, by its existing or former customers and its branches act as a single point of contact for them.

1. What percentage of Customer complaints/ Consumer cases are pending as on the end of Financial Year.

For the Financial Year 2018-19, the Company has resolved 99% of the complaints received.

2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)

The Company is engaged in providing Housing Finance; therefore this does not apply to it.

However, the Company communicates all features, charges, terms and conditions relating to its products to the customers before financing and same are also displayed on the website of the Company.

3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.

No

4. Did your Company carry out any consumer survey/ consumer satisfaction trends?

Yes, the Company has a structured clinical Customer Survey/ C-Sat process within the organization, which is executed in a two fold manner, one is through 100% Customer Engagement during on-boarding through welcome calling process, which is internal and secondly an external independent agency Survey for C-Sat which is an on-going process and is conducted on quarterly basis. The external survey is conducted by NFX Digital, a leading Survey Agency, which surveys the mix of NOB (Newly On-boarded) and Vintage Customers separately. The VOC (voice of customer) survey is also conducted which provides insights for improvement and leads to Value Creation mapping for Customers of Company.