



- 9. Cheque re-issue charges
- 10. Any other charges as decided by the Board or the Committee empowered by the Board.

- **Documentation:**

1. Loan Application
2. Demand Promissory Note and take delivery letter.
3. Terms and Conditions Letter, which also includes declarations and undertakings by the borrower and acknowledged by him and any other documents that may be specified by the Company.
4. Consent to obtain Aadhaar details for authentication with UIDAI for “eKYC” purpose.

Any one or more of the following Documents specified by RBI as address/ ID proof for completing the KYC of the customer:

Identity Proof: Passport/ PAN/ Driving License/ Voter ID card/ Ration Card/ Aadhar Card or any other identity card issued by a government authority, PSU or nationalized bank, containing the photograph of the customer.

Address proof: If any of the documents taken as identity proof also contains the address of the borrower, no separate address proof is insisted upon. In other cases, the following documents can be taken towards address proof:

Ration card/ latest electricity/ landline telephone bills/ bank passbook/ bank/ Aadhaar Card or any other documents issued by a government authority, PSU or nationalized bank, containing the address of the customer.

- **Jewellery Handling:**

1. Gross weight of the jewellery to be taken and appraised for assessing the purity. Purity Check shall be conducted as per the various methods prescribed by the Company to make sure that the jewellery offered for pledge is of an acceptable level of purity.
2. Net weight of the jewellery to be arrived at after deducting the weight of stones embedded in the ornament. Appraiser to sign the appraisal form as proof of having done the appraisal.
3. Jewellery to be packed securely along with the weight slip and kept in the strong room/ safe.



4. Separate packets to be prepared for each loan.

- **Ownership of gold:** Before disbursement of the loan, branch executives should enquire with the customers about the ownership of the jewellery being pledged for loan and the loan should be granted only after they are convinced about the genuineness of the borrower and his capacity to own that much quantity of gold. In addition to the above, customers are also required to sign a Declaration of ownership of jewellery offered as security for the loan.

In cases where the weight of the gold jewellery pledged by a borrower at any time or cumulatively on various loans outstanding is more than 20 grams, the declaration should also contain an explanation specifically as to how the ownership was vested with the customer (For e.g. Inherited, received as gift, purchased etc.).

- **Issuance of Certificate of Purity:** A certificate of purity of the gold jewellery pledged as security for the loan will be incorporated in the Sanction Letter given to the borrower for the limited purpose of determining the maximum permissible loan and arriving at the reserve price for auction.

Only gold jewellery of 22 carat will be accepted as security for the loan. However, in case the purity of the jewellery is found to be less than 22 carat, an option can be exercised by the Company to translate the collateral into 22 carat and state the exact grams of the security accordingly.

- **Loan to Value:** The ceiling rate for granting the loan will conform to the guidelines issued by RBI from time to time as also the rate per gram under each scheme shall be updated in the CBS and advised to Branches periodically.

Change in rate of interest and schemes will also be updated in the CBS and intimated to branches periodically from Corporate Office.

- **Safety Measures:** Utmost care is to be taken to ensure the safety of the ornaments pledged by the customer. With this in view the following arrangements shall be in place in all the Branches.
 1. Strong rooms or FBR safes.
 2. Armed guard(s)/ watchman at vulnerable Branches as decided by the Company.



3. Burglar alarms, Closed Circuit Cameras and such other devices as deemed necessary shall be installed in vulnerable Branches.
 4. Insurance cover against burglary/ fire/ natural calamities or such other risks the Company may decide to insure against.
 5. The adequacy of the safety measures put in place as also the insurance cover shall be reviewed on an ongoing basis.
- Items not to be considered for accepting as security for the loan:
 1. Melted bar/ Primary Gold
 2. Jewellery of a temple/ church or any religious institutions.
 3. Item specified by the Company in the negative list updated from time to time.
 4. Items where the borrower is unable to give a proof or declaration of ownership.
 5. Items which are not permitted to be taken as security by RBI
 - **Release of Jewellery:** Jewellery shall be released to the same customer on receipt of full dues including the principal, interest, penal interest and other charges, if any. Release, whether partial or in full can be done only after verification of signature, original KYC documents & customer copy of the original pawn ticket (Token). If the token is lost indemnity in stamp paper of required value to be obtained before release of jewellery. In case the customer is deceased, the ornament will be delivered to the legal heirs as per the procedure stipulated by the Company for settlement of Deceased Loan accounts.
 - **Fraud Prevention:** All kinds of fraudulent activities or attempt to defraud, whether it is by the employees or outsiders, must be brought to the knowledge of the Management as soon as it is detected for proper action as per company guidelines.
 - Attempt by any suspicious customer trying to pledge stolen/ spurious jewellery should immediately be reported to the Chief Vigilance Officer at Head Office and to the local police.
 - **Inspection:** All Branches will be periodically inspected and audited by internal audit staff at intervals specified by the Company. The audit Department will, at random, verify the quantity and purity of gold ornaments accepted by Branches for pledge. They will also audit various accounting procedures followed at Branches and ensure that the circular instructions issued by the Company from time to time are strictly being adhered to.
 - **Auction:** If the loan account is not closed on completion of tenure and even after sending reminders through SMS, notices/ Registered notices at frequencies stipulated by the



Company, the ornaments will be auctioned after giving a minimum of 7 days' prior notice by way of an auction notice sent by an authorized auctioneer. The auction will be announced to the public through advertisements published in at least 2 newspapers, one in vernacular language and another in a national daily newspaper. Achiivers Finance India (P) Ltd (the Company), its Group Companies and its other related entities will not be allowed to take part as a bidder in auction to ensure that there is an arm's length relationship in all transactions during an auction process. The borrower, if he chooses, can participate in the auction process complying with the conditions stipulated by the Company/auctioneer.

The proceeds of auction, net of auction related expenses and incidental charges shall be appropriated towards the loan outstanding. The Company may decide to recover the shortfall, if any, after such appropriation by various steps including legal action. Excess, if any, shall be refunded to the customer. GST as applicable will be recovered.

- **Auction Procedure:** Procedure as outlined in the auction policy approved by the Board to be followed.
- **Staff Training:** All the employees, as soon as they are inducted into the Company, shall be trained on the methods of assessing the purity of the ornaments. A refresher programme will be conducted to keep them updated.