

CORPORATE OFFICE: 3rd Floor, IFFCO Tower-1, Plot No. 3, Sector-29, Gurugram-122001, Haryana

Application Date:

REGISTERED OFFICE: IFFCO Sadan, C-1, District Centre, Saket Place, New Delhi-110017

LOAN APPLICATION FORM: FARM EQUIPMENT / COMMERCIAL VEHICLE
SOURCING DETAILS

Branch Code:
 Branch Name:
 Sub Location/District:
 TM Code:
 TM Name:
 SE Code:
 SE Name:
 Channel: Direct
 Referral/Kisan Doot:
 Dealer
 DSA
 Channel Code:
 Channel Name
 Dear Applicant

Welcome to IFFCO Kisan Finance Ltd. Kindly fill in all the details in BLOCK LETTERS in clean writing to help us serve you better. For any doubts or questions please contact our Marketing Staff or Representative.

PREFERRED LANGUAGE

English
 Hindi
 Other Preferred Regional Language:

PRODUCT DETAILS

Product Type: TR
 UT
 CH
 UCV
 IPM
 Transaction Type - New
 Refinance:
 Sale Purchase
 BT
 Top up
 Loan Requirement Details: Single
 Multiple
 Dealer name with code
 Model

ASSET FINANCE

PARTICULARS	MODEL NO.	INVOICE / GRID VALUE	LOAN REQUIREMENT
A. Tractor / Implement / CV/PL 1 st		Rs.	Rs.
B. Tractor / Implement / CV/PL 2 nd		Rs.	Rs.
C. Tractor / Implement / CV/PL 3 rd		Rs.	Rs.
D. Tractor / Implement / CV/PL 4 th		Rs.	Rs.
E. Vehicle Loan Amount (A+B+C+D)		Rs.	Rs.
F. Vehicle Insurance Premium		Rs.	Rs.
G. Spl. Insurance Premium		Rs.	Rs.
H. Total Loan Amount (E+F+G+H)		Rs.	Rs.

Tenure of Loan (in Month) IRR EMI : FIXED
 VARIABLE
 EMI AMT
 Stamping charge (Rs.) Processing Fees (Rs.) Valuation Charges Type of EMI M B Q H
 Nominee Name Relationship DOB First EMI Date

Section 1: VEHICLE/MOTOR INSURANCE DETAILS

Asset Value	Premium Rs.					Total amount
	1st Year	2nd Year	3rd Year	4th Year	5th Year	

Section 2: SPECIAL INSURANCE DETAILS

Required For : For All <input type="checkbox"/> Loan Cover (<=2 Lacs) <input type="checkbox"/> Loan Cover (>2 Lacs) <input type="checkbox"/> Personal Accidental Insurance <input type="checkbox"/> Hospi Cash <input type="checkbox"/>					
Type Of Premium	Premium Rs.				Total amount
	Loan Cover (<=2 Lacs)	Loan Cover (>2 Lacs)	Personal Accidental Insurance	Hospi Cash	

BORROWER DETAILS/ CUSTOMER TYPE NEW / EXISTING

Name
 Age
 Religion
 Relationship
 Category: ST
 SC
 OBC
 Other
 Mother's Maiden Name
 S/O, W/O:
 Gender: Male
 Female
 Marital Status: Married
 Unmarried
 Constitution: Individual
 HUF
 Partnership
 Proprietor
 Pvt/Public
 Education: Undergraduate
 Graduate
 Post Graduate
 Other
 Mobile No.
 Voter ID No.
 PAN No.
 Driving License No.
 Pass Port No.
 Adhar No.
 Any other KYC (if any)
 Present Address
 Taluka
 City
 District
 State
 Pin code:
 No. of Years at the above residence:
 If rented, monthly rent Rs.
 Landmark
 Permanent Address
 Taluka
 City
 District
 State
 Pin code:
 Telephone No.
 Mobile No.
 WhatsApp Mobile No.
 Landmark
 E-mail
 Preferred Communication/ Mailing Address: Present Address
 Permanent Address

CO - BORROWER 1 DETAILS/ CUSTOMER TYPE NEW / EXISTING

Name D.O.B./D.O. Reg.

Age Religion Relationship Category: ST SC OBC Other

Mother's Maiden Name S/O, W/O:

Gender: Male ☐ Female ☐ Marital Status: Married ☐ Unmarried ☐ Constitution: Individual ☐ HUF ☐ Partnership ☐ Proprietor ☐ Pvt/Public ☐

Education: Undergraduate ☐ Graduate ☐ Post Graduate ☐ Other Mobile No.

Voter ID No. PAN No. Driving License No.

Pass Port No. Adhar No. Any other KYC (if any)

Present Address

Taluka City District State Pin code:

No. of Years at the above residence: If rented, monthly rent Rs. Landmark

Permanent Address

Taluka City District State Pin code:

Telephone No. Mobile No. WhatsApp Mobile No.

Landmark E-mail

Preferred Communication/ Mailing Address: Present Address ☐ Permanent Address ☐

CO - BORROWER 2 DETAILS/ CUSTOMER TYPE NEW / EXISTING

Name D.O.B./D.O. Reg.

Age Religion Relationship Category: ST SC OBC Other

Mother's Maiden Name S/O, W/O:

Gender: Male ☐ Female ☐ Marital Status: Married ☐ Unmarried ☐ Constitution: Individual ☐ HUF ☐ Partnership ☐ Proprietor ☐ Pvt/Public ☐

Education: Undergraduate ☐ Graduate ☐ Post Graduate ☐ Other Mobile No.

Voter ID No. PAN No. Driving License No.

Pass Port No. Adhar No. Any other KYC (if any)

Present Address

Taluka City District State Pin code:

No. of Years at the above residence: If rented, monthly rent Rs. Landmark

Permanent Address

Taluka City District State Pin code:

Telephone No. Mobile No. WhatsApp Mobile No.

Landmark E-mail

Preferred Communication/ Mailing Address: Present Address ☐ Permanent Address ☐

GUARANTOR DETAILS / CUSTOMER TYPE NEW / EXISTING

Name D.O.B./D.O. Reg.

Age Religion Relationship Category: ST SC OBC Other

Mother's Maiden Name S/O, W/O:

Gender: Male ☐ Female ☐ Marital Status: Married ☐ Unmarried ☐ Constitution: Individual ☐ HUF ☐ Partnership ☐ Proprietor ☐ Pvt/Public ☐

Education: Undergraduate ☐ Graduate ☐ Post Graduate ☐ Other Mobile No.

Voter ID No. PAN No. Driving License No.

Pass Port No. Adhar No. Any other KYC (if any)

Present Address

Taluka City District State Pin code:

No. of Years at the above residence: If rented, monthly rent Rs. Landmark

Permanent Address

Taluka City District State Pin code:

Telephone No. Mobile No. WhatsApp Mobile No.

Landmark E-mail

Preferred Communication/ Mailing Address: Present Address ☐ Permanent Address ☐

DETAILS OF LAND HOLDING & INCOME OF BORROWER / CO-BORROWER

Particulars	Land Holding (In Acre)	Corp Details	Income from Crop	Other Income Source	Income from other Source	Total Income
Borrower						
Co- Borrower						

DETAILS OF ASSETS OWNED

Particulars	Vehicle Details	Year of MGF	Owner Ship	Status (Loan/Free)
Borrower				
Co- Borrower				

EXISTING LOAN DETAILS OF BORROWER / CO-BORROWER					
Particulars	Loan Amount	Loan A/C No.	Outstanding Amount	Name of Financial Institute	EMI Status
Borrower/Co-Borrower					

Particulars	Bank Account No.	Type of Account	Bank Name and Branch
Borrower/Co-Borrower			

NATURE OF WORK/ INCOME (FOR BORROWER/CO BORROWER)	
1	2
3	4
5	6
7	8
9	10
11	12
13	14
15	16
17	18
19	20
21	22
23	24
25	26
27	28
29	30
31	32
33	34
35	36
37	38
39	40
41	42
43	44
45	46
47	48
49	50
51	52
53	54
55	56
57	58
59	60
61	62
63	64
65	66
67	68
69	70
71	72
73	74
75	76
77	78
79	80
81	82
83	84
85	86
87	88
89	90
91	92
93	94
95	96
97	98
99	100

If Salaried Income (Rs. Annual) Sector: Govt. Private Other

Present Employer Name:

If self-employed, Name of proprietary/ partnership concern:

Nature of Business: [] [] [] [] [] [] total no. of Years in business: [] [] [] [] [] [] If self-employed, Annual Income: [] [] [] [] [] [] [] []

[illegible]

Total Area Cultivated : Total Years in Agriculture activity: Gross Annual Income from Agriculture

Borrower
Photograph with
Signature/Thumb
Impression

Co-Borrower 1
Photograph with
Signature/Thumb
Impression

Co-Borrower 1
Photograph with
Signature/Thumb
Impression

Guarantor
Photograph with
Signature/Thumb
Impression

Name:

Name:

Name:

Name:

Signature:

Signature:

Signature:

Signature:

PRIORITY SECTOR CATEGORY

Agriculture/ Farmer	<input type="checkbox"/>	SSSBE's (Small Scale Service and Business Enterprises) with Investment upto Rs. 10 lacs in fixed assets.	<input type="checkbox"/>
Allied Agriculture Activity Dairy, Piggery, Poultry, Fisher, Bee- Keeping, Cattle Feed, Poultry Feed, Plantation, Horticulture fertilizer, pesticides, seeds etc.	<input type="checkbox"/>	Laundry, Dry Cleaning & Tailoring	<input type="checkbox"/>
Allied Agriculture Activity Dairy, Piggery, Poultry, Fisher, Bee- Keeping, Cattle Feed, Poultry Feed, Plantation, Horticulture fertilizer, pesticides, seeds etc.	<input type="checkbox"/>	Small Business individual/ firms running a business enterprise providing nonprofessional services with equipment's cost < 20 Lacs.	<input type="checkbox"/>
Indirect Finance to Agri Service units contacting tractors/ Bore wells/ other equipment's to farmers & Dealers in Agri machinery.	<input type="checkbox"/>	Typing/ Xeroxing/ DTP Centers	<input type="checkbox"/>
Khadi & Village Industries (KVI Sector)	<input type="checkbox"/>	STD/ ISD Booths, Printer, Fax Services	<input type="checkbox"/>
SSI's with Plant & Machinery < 1 Crore	<input type="checkbox"/>	Cable TV Network	<input type="checkbox"/>
Tiny Industries with P & M < 25 Lacs	<input type="checkbox"/>	Internet Browsing/ Cyber Café	<input type="checkbox"/>
Other SSI's Handloom Co-operatives	<input type="checkbox"/>	Beauty Parlors & Crèches	<input type="checkbox"/>
Road/ Water transport operators owing a fleet not exceeding 10 vehicles.	<input type="checkbox"/>	Auto Repair & Service Garage	<input type="checkbox"/>
Private retail Traders with credit limits less than Rs. 10 lacs/ Traders in Essential commodities.	<input type="checkbox"/>	Servicing, Maintenance, repair of all types of Autos, machinery, electronics, electrical equipment's, watches etc.	<input type="checkbox"/>

I hereby, authorize IFFCO Kisan Finance Ltd, to pay the premium on my behalf, for insurance, deduct the premium from disbursement, which is included in my loan amount from the IFFCO Kisan Finance Ltd and recover from me in Installments.

Declaration: I hereby declare that the above statements are true & complete in all respect and that there is no other information, which is relevant to my application for loan and bundled product(s), if any has not been disclosed to you. I agree that this proposal and the declaration shall be the basis of the contract between Me, Life Insurance and General Insurance Companies (which ever opted) and agree to accept the policy subject to the condition prescribed by the Insurance provider. I am fully aware that the acceptance of Life insurance cover and the requirement of additional premium (if any) shall be subject to assessment and acceptance of risk by the insurance provider. IFCO Kisan Finance Limited shall not be liable for non-issuance of policy by the insurance provider under an circumstances.

Followings are the various type of insurance details with name of companies:-

TYPE OF INSURANCE	NAME OF INSURANCE COMPANY
Vehicle/motor Insurance	IFFCO Tokio General Insurance Company
Personal Accidental Insurance	IFFCO Tokio General Insurance Company
Loan Cover	

Borrower / Co - Borrower Signature:

PLACE:.....

DATE:

Pre Sanction Documents	Tick	Date
Application Form		
Photograph (signed across)		
Proof of Identity, Residence, Age and Signature Verification (KYC of Borrower/Co Borrower /Guarantor)		
Asset ownership Proof (RC of vehicle)		
Income related Documents (Agri Land/Income Documents ,Salary proof)		
Bank Account Statement (latest not more than 1 month Old)		
Loan Account Statement for Balance Transfer/ Balance Transfer & Top up/ repayment/ retention cases		
Valuation Report		
Vehicle Fitness Certificate		
Vehicle Road Tax Permit		
Other Documents		
Loan Agreement		
Asset RC with Insurance copy		
ECS/ ACH mandate form		
Post dated cheques (PDC) (nos.)		
Security Post dated cheques (nos.)		

IMPORTANT NOTE: Kindly do not make any payment in cash, bear cheque or kind to the Executive in connection with this loan application. Kindly Note: That the receipt of your application form for the loan does not imply automatic approval of your loan by IFFCO Kisan Finance Limited. IFFCO Kisan Finance Ltd. will decide the quantum of the loan at its sole discretion. IFFCO Kisan Finance Ltd. reserves the right to reject any application without assigning any reasons. IFFCO Kisan Finance Ltd. may request for additional documents other than those collected in collection with the applicant. IFFCO Kisan Finance Ltd. reserves the right to retain the photograph and documents submitted along with the application form and shall not return the same to applicant. That the Installment in connection with the loan will be due as per schedule mentioned below. IFFCO Kisan Finance Ltd. shall not be liable for loss or delay in the receipt of the documents. Incomplete/defective application will not be process and IFFCO Kisan Finance Limited shall not be responsible in any manner for the resulting delay or otherwise. That cheques if any to be issued favoring IFFCO Kisan Finance Ltd. Any change in Demographic details updated in this form shall get updated across all relationships with IFFCO Kisan Finance Ltd.

SERVICE & CHARGES

S.No	Services	Charges	S.No	Services	Charges
1	Processing Fees*	As per scheme	6	Duplicate NOC issue Charges	Rs. 500/-
2	Prepayment / Part Payment/ Foreclosure Charges	3%	7	Late Payment Charges	6% P.A, above current applicable interest rate
3	Bouncing Charges*	Rs/- 250	8	Cash Handling Charges	0.5% of Cash collected
4	Visit Charges	Rs. 250/- per visit	9	Legal, Repossession & Incidental Charges	At actuals
5	Stamp Duty	As per state laws	10	Cancellation Charges ***	2000/- within one month

* Where ever notified GST & other government levies, as applicable, would be charged additionally at the applicable rates. All Charges will be subject to change as per company policies as updated on our web site "www.kisanfinance.com"
 *** Cancellation allowed only within one month from the Disbursement Date. NOTE: - The above charges are applicable on loan amount as per RBI directives and guidelines.

EMI table in Case of Structured / Variable EMI pattern:-

Customer IRR

Tenure

Ins. No.	DD-MM-YY	Amount	Ins. No.	DD-MM-YY	Amount	Ins. No.	DD-MM-YY	Amount	Ins. No.	DD-MM-YY	Amount
1			16			31			46		
2			17			32			47		
3			18			33			48		
4			19			34			49		
5			20			35			50		
6			21			36			51		
7			22			37			52		
8			23			38			53		
9			24			39			54		
10			25			40			55		
11			26			41			56		
12			27			42			57		
13			28			43			58		
14			29			44			59		
15			30			45			60		

I/We ☐ consent ☐ do not consent to receive information/service etc. for Marketing purposes through telephone/mobile/SMS/E-mail by the company/its agent I/We confirm that i/we have read and understood the above declaration and that all the details are provided on the form are true and correct. I/We agree and acknowledge that only direct telephone numbers (not board/general telephone numbers of offices/ cooperates or employee) will be accepted for registration "Do not Call". I/We am/are aware that post registration I/We may receive a call from the company to verify the correctness of request for a registration. I/We, declare that the information given in the application form is true, correct and complete and it shall form the basis for any kind of facility IFFCO Kisan Finance Ltd. May decide to give under the various Tractor and Farm equipment Loan Schemes. I/We confirms that I/we are not defaulters of any company/financial institution/credit society. I/We also confirm that I/we have no insolvency preceding pending before us nor have I/we ever been adjudicated insolvent. I/We confirm and agree that the grant of loan facility shall be at sold decryption of IFFCO Kisan Finance Ltd., and for any loan facility granted to Me/Us I/We undertake to abide by the rules and regulations of IFFCO Kisan Finance Ltd. in respect of the side loan facility. I/We undertake the reimburse the IFFCO Kisan Finance Ltd. with necessary amount towards interest for period of delay, if any, in collection of cheques/securities handed over to IFFCO Kisan Finance Ltd. Towards repayment of loan due to reasons beyond control of IFFCO Kisan Finance Ltd. I/We also authorize IFFCO Kisan Finance Ltd. To verify or check any given information and obtain credit reports. I/We authorize IFFCO Kisan Finance Ltd. To share information contained in the application and /or any papers/documents submitted along with the application with third parties including credit rating agencies. I/We agree and confirm that all documents submitted in connections with the application included, but not limited to photocopies or original documents, photograph, signature verification, address verification, company details etc. shall become sole property of IFFCO Kisan Finance Ltd and shall to be returned/ handed over by IFFCO Kisan Finance Ltd. To applicant and/or any person on behalf of the applicant and/or any other person, any initial, payment pursuant to this application will be collected prior to the approval of the applicant but it shall not imply acceptance of proposal (in case of rejection of my/our application initial payment will be refunded without interest). I/We confirm having received, read & understood the terms & conditions including scheme details of the loan explained as per the Annexure to the loan application form. I/We also confirm that the above mentioned information has been explained to me in the language understood by me. The company has disclosed to me/us all the commission (in the form of up-front and trail commissions) RELATIONSHIP (Details of relationship of applicant with other companies). Applicant is director of any company or is a firm in which any director of the company is interested as partner/guarantor or is a relative of directors of other companies or is a firm in which relatives of directors are interested as partner of director.

More particularly, I/ We hereby consent to the Company updating/furnishing my/our KYC data on the Centralised KYC Registry (CKYCR) or such other database or repository as may be prescribed from time to time as also access, download and procure data therefrom and rely upon the same for the purpose of KYC checks and it shall be my/our responsibility to ensure that the data is correct and updated and to immediately intimate in writing in case of any changes to the data. The Company may also verify the data in such manner as it deems fit and seek additional information or perform enhanced due diligence. I consent to receive information/intimation from the Company/CKYCR through SMS/Email on the above registered number/Email address notwithstanding my/our names and / or numbers appearing in the Do Not Call or Do Not Disturb registry.

Relationship (Details of relationship of applicant with financing company) Applicant is a director/senior officer/relative of director or senior officer of the company

Yes ☐ No ☐

If Yes, nature of relationship _____

Do not Sign This Form if it is Blank. Please Ensure all relevant sections and documents are completely filled to your satisfaction and then only sign the form

Most Important Terms & Conditions

1. Scope and Purpose of the Loan

- New Tractor Financing: These types of loans are taken for purchasing new tractors.
- Used Tractor Financing: These types of loans can be taken for purchasing used/second-hand tractors, which are free of hypothecation or availing finance on preowned tractors, having no pre-existing loan, for meeting working capital or other personal financial needs.
- Harvester Financing: These types of loans are taken for purchasing new harvesters.
- Used Small & Light Commercial Vehicle (SCV & LCV): These types of loans can be taken for purchasing used/second-hand small & light Commercial Vehicles, which are free of hypothecation or availing finance on preowned Light Commercial Vehicles, having no pre-existing loan, for meeting working capital or other personal financial needs.
- Farming Implements: These types of loans are taken for purchasing farming Implements like Rotavator, Trolley, etc.

2. Interest: The Borrower(s) will be required to pay interest on the Loan as stipulated in the Loan Agreement that will be executed by and between the Borrower(s) and the Lender.

Normal Interest, Late Payment Charges, Overdue Interest and interest on interest (as payable in accordance with the terms of the Loan Agreement) will be required to be paid by the Borrower apart from repayment of Principal.

- Normal Interest: It is the rate of Interest that will be charged through the entire duration of the Loan, as per the agreed terms of the loan agreement.
- Overdue Interest: It is the Interest charged on the unpaid/ Overdue Installments.
- **Late Payment Charges: Over and above as per applicable charges.**
- Interest on Interest: It is the Interest charged on accrued Interest (Compound Interest)

3. Rate of Interest/Type of Interest: The Rate of Interest is the rate at which the Lender will compute and apply interest on the Loan. The Rate of Interest will be a Fixed Rate of Interest i.e. it would remain unchanged till maturity/ closure of the loan, whichever is later.

4. Fee and charges*:

Particulars	Charges Details	Time of Payment
Processing Fee (Including documentation charges)	As per scheme (up to 3 %) + up to INR 1000 for documentation	Non-Refundable charges are to be paid prior to disbursal.
Stamping Charges	INR 1000 per agreement	Non-Refundable charges are to be paid prior to disbursal.
Cheque/NACH Bouncing charges	INR 250/- per bouncing	Immediately post any Instance of Bounce
Late Payment Charges	6% P.A, above current applicable interest rate	Every time payment is delayed and to be paid on the overdue amount until cleared
Collection Visit Charges	INR 250/- on every instance	Per Instance of the Collection visit
Loan Foreclosure Charges	3% of Outstanding Unbilled Principal	At Foreclosure
Prepayment/Part Payment Charges***	3% of Outstanding Unbilled Principal	Every instance of part-payment
Statement Charges (Foreclosure/ Statement of Accounts/Amortization Schedule)	Nil	Ad Hoc/ As required
Duplicate NOC	INR 500	Per Request
Swapping Charges	Nil	NA
Cash Handling Charges	0.5 percent of Cash collected	Every instance of cash collection
Legal, Repossession & Incidental Charges	At Actuals	Ad hoc basis cost incurred on recovering Due from Delinquent accounts
Valuation Charges	As per Scheme up to INR 1500	Non- Refundable charges are to be paid prior to disbursal

*The above charges are exclusive of any taxes or other statutory charges as mandated by the Govt. from time to time.

**Any Third-Party product purchased by the Customer along with the Loan shall be guided by the Terms & Conditions of the Service provider and shall solely be at the Customer's discretion. IFFCO Kisan Finance Limited shall not be responsible for product features, pricing, clause or coverage, and concerns or disputes may be directly taken up with the service provider. Wherever Loan is availed from IFFCO Kisan Finance Limited on such product, the Customer shall be bound by the Terms and conditions of the Loan Agreement and IFFCO Kisan Finance Limited's liability shall be limited to that of a financial enabler.

***The customer can however make part payment only twice during the tenor of the loan & only once during any financial year

5. Installment Types:

- a. Monthly (here the interest is charged on monthly rests)
- b. Quarterly (here the interest is charged on quarterly rests)
- c. Half Yearly (here the interest is charged on half yearly rests)

In addition, the repayment may be structured to match the income flows of the borrower at the sole discretion of the lender.

6. Tenor:

Tenor	New Tractor	Used Tractor	Harvester	Implements	Used SCV & LCV
Minimum Tenor	11 Months	11 Months	12 Months	12 Months	11 Months
Maximum Tenor	60 Months	48 Months	60 Months	36 Months	60 Months

7. Loan Amount:

Loan Amount	New Tractor	Used Tractor	Harvester	Implements	Used SCV & LCV
Max Loan Amount	15 Lacs	5 Lacs	20 Lacs	5 Lacs	6 Lac & 10 Lacs Respectively
Min Loan Amount	1 Lac	0.75 Lac	5 Lacs	0.5 Lac	0.75 Lac & 1 Lac Respectively

8. Security: Security of the loan would generally be security interest on the Asset being financed and/or any other collateral/ interim security as may be required by IFFCO Kisan Finance Limited.

9. Sanction and Disbursement of Loan: Sanction of Loan is at the sole discretion of IFFCO Kisan Finance Limited as per its prevailing Underwriting policies, subject to the Customer submitting duly signed and complete Application, KYC, and other requisite documents. Disbursal shall be subject to the Customer satisfying the sanction conditions, providing additional documents as required, paying all up-front charges, and agreeing to the Terms and conditions of the Loan by signing the Loan Agreement with IFFCO Kisan Finance Limited. Disbursal may be remitted to the OEM, Dealer, Seller, or the Customer, depending on the type of facility availed.

10. Repayment: Repayment of the loan can be made through NACH. NACH mandate is collected upfront from the Customer and wherever successfully registered, the same is presented on the instalment due date. The customer is expected to maintain a sufficient balance in the account on the Instalment due date to allow Instalment debit. Customers may also pay by cash/ cheque/demand draft at any of IFFCO Kisan Finance Limited's offices. Customers may also opt for Cash/ Cheque/ DD pick-up services against pick-up charges mentioned in **Point No. 4**. IFFCO Kisan Finance Limited, at its sole discretion, may stipulate the acceptable repayment mode on a case-to-case basis. IFFCO Kisan Finance Limited also accepts post-dated cheques for repayment. Any change in Instalment amount or Loan Tenure will be intimated to the Customer in advance through SMS/ Email/ Letter.

11. Asset Classification: As per RBI guidelines, your account classification shall strictly be on the basis of the number of days your Instalment remains overdue from the last cycle date where dues were paid or from the first due date in case of a new loan.

*For example, if the last Instalment was due on **5th November 2021**, and remains unpaid, your account shall be deemed to have crossed:*

*1 Day Past Due (DPD) at the End of the day on 5th November 2021 – hereafter classified as **SMA 0***

*30 DPD at the End of the day on 5th December 2021 – hereafter classified as **SMA 1***

*60 DPD at the End of the day on 4th January 2022 – hereafter classified as **SMA 2***

*90 DPD at the End of the day on 3rd February 2022 – classified as **Non-Performing Asset (NPA)***

It is also imperative to note that the concept of the number of days past due shall apply to the accounts once the days-end process is completed on the concerned date as mentioned in the illustration above. Further, any account, once classified as NPA at end of the 90th day (90 DPD), shall be upgraded/ classified as Standard only after entire outstanding installments are cleared.

The calculation of DPD shall not consider the frequency of Instalments or Instalment due date falling in the interim.

- 12. Recovery of Dues:** Customers are obliged to repay the loan in the form of Installments as per the repayment schedule until closure. In case of failure on the part of the Customer to pay the Instalment on time, IFFCO Kisan Finance Limited will be within its rights to take all necessary steps to recover the overdue amount along with applicable charges and penalties as per the Terms and Conditions of the Loan. The steps taken shall include but are not limited to making collection calls, physical visits by staff or authorized agents, repossession of assets, filing suits, and legal proceedings. All expenses incurred in such proceedings shall be borne by the Customer apart from the Instalments and charges due. Further, all defaults in payment shall be periodically reported to CICs and regulatory bodies.
- 13. Customer Service Mechanism:** IFFCO Kisan Finance Limited is committed to providing world-class service to our customers through our various touch points. Customers can route their queries and requests by:
- a. Walking into any of our Offices:** Customers can walk into any of our offices and fill up the Customer Request Form (CRF) or provide us with a Letter mentioning their requests.
 - b. Dialling our Toll-Free Number:** Customers may call our toll-free number 18002035972. Our customer care service is available between 9:30 am and 6:00 pm (Monday to Friday)
 - c. Mailing us on our dedicated Customer Care e-mail ID:** Customers can also email us their queries and requests at care@kisanfinance.com
 - d. By sending physical requests to our address:** Customers may dispatch their physical requests at:
Customer Care Department, IFFCO Kisan Finance Limited, IFFCO Tower-1, 3rd Floor, Sector-29, Gurugram-122001, Haryana.
- 14. Grievance Redressal Mechanism:** A robust process for Grievance Redressal has been defined by the management to ensure that the company provides maximum possible windows to its customers in case their grievances are not addressed with utmost satisfaction. Any customer with a grievance can raise the same to our Regional Nodal Officers as per the Region-wise contact details given under Annexure 1. Alternatively, they can email us at care@kisanfinance.com or call us at 18002035972 between 09:30 am to 06:00 pm on weekdays. They can also write to us at Customer Care, IFFCO Kisan Finance Limited, IFFCO Tower-1, 3rd Floor, Sector-29, Gurugram-122001, Haryana.

The escalation matrix has been defined as below:

- a. Level 1:** If any customer is not satisfied with the resolution provided by any of the channels mentioned above, then, he/she can write to Mr. Ved Prakash Singh, Grievance Officer, IFFCO Kisan Finance Limited, IFFCO Tower-1, 3rd Floor, Sector-29, Gurugram-122001, Haryana or email him at grievance@kisanfinance.com
- b. Level 2:** If any customer is not satisfied with the resolution provided by the Grievance Officer, he/she can write to Mr. Vijay Kumar Mishra, Nodal Officer, IFFCO Kisan Finance Ltd, IFFCO Tower-1, 3rd Floor, Sector-29, Gurugram-122001, Haryana or email him at nodal.officer@kisanfinance.com
- c. Level 3:** If the customer fails to get any resolution by the above channels, he can write to Mr. Rakesh Dhasmana, Principal Officer, IFFCO Kisan Finance Limited, IFFCO Tower-1, 3rd Floor, Sector-29, Gurugram-122001, Haryana, or email him at principal.officer@kisanfinance.com

In case the customer does not receive a response from the Company within one month of making the first complaint or is dissatisfied with the response received, the customer may approach the Complaint Redressal Cell of RBI through the following mode of communication:

- 1. The complainant may click on the following link for registering a complaint: <https://cms.rbi.org.in>
- 2. The complainant may mail to: crpc@rbi.org.in

ANNEXURE I

Regional Nodal Officer Details:

S.No.	State	Name	Address, Contact No. & Email ID
1.	Uttar Pradesh	Mr. Vimal Kumar Solanki	IFFCO Kisan Finance Limited, A-1, Shop No- 610, 6th Floor, Urbanac Business Park, Vibhuti Khand, Gomti Nagar, Lucknow, Uttar Pradesh - 226010 Contact No. 9415479351 Email ID: vimalkumar.solanki@kisanfinance.com
2.	Bihar	Mr. Akash Kumar Singh	IFFCO Kisan Finance Limited, 103, OP Complex, Kurji, Near Lyola High School, Patna, Bihar - 800010 Contact No. 9570317111 Email ID: akashkumar.singh@kisanfinance.com
3.	Madhya Pradesh	Mr. Arpit Agarwal	IFFCO Kisan Finance Limited, 404, Princes Business Skyline, Scheme No. 54, A.B. Road, Indore, Madhya Pradesh – 452010 Contact No. 9926043677 Email: arpit.agarwal@kisanfinance.com
4.	Chhattisgarh	Mr. Arpit Agarwal	IFFCO Kisan Finance Limited, 224, Second Floor, Chandra Complex, Beside Hotel Kingsway Under Express Highway, Ring Road no.1, Telibandha, Raipur, Chhattisgarh – 492001 Contact No. 9926043677 Email: arpit.agarwal@kisanfinance.com
5.	Rajasthan	Mr. Narendra Moolchandani	IFFCO Kisan Finance Limited, 702,703,704, Okay Plus Building, Metro Tower, Opp Pillar No 94, Near Vivek Vihar Metro Station, Sodala, Jaipur, Rajasthan-302019 Contact No. 9829042977 Email: narendra.moolchandani@kisanfinance.com
6.	Andhra Pradesh	Mr. Mendu Ravi Babu	IFFCO Kisan Finance Limited, D. No. 73-1-10/1, The Coworking Spaces, 4th Floor, Patamata Main Road, Opp. Durga Mahal, Vijayawada, Andhra Pradesh - 520010 Contact No. 8978855663 Email: mendu.ravibabu@kisanfinance.com
7.	Telangana	Mr. Mendu Ravi Babu	IFFCO Kisan Finance Limited, 4th Floor, Vasavi MPM Grand, Ameerpet, Yella Reddy Guda, Hyderabad, Telangana - 500073 Contact No. 8978855663 Email: mendu.ravibabu@kisanfinance.com
8.	Haryana	Mr Ajay Pal	IFFCO Kisan Finance Limited, B.S. Nakai Bhawan, IFFCO Building, Plot no. 2 (B & C), Sector 28 A, Madhya Marg, Chandigarh, Haryana- 160001 Contact No. 7087434123 Email: ajay.pal@kisanfinance.com

Signature of Borrower

Signature of Co-Borrower/Guarantor

ACKNOWLEDGMENT

- Application forms complete in all respects will be processed within 90 days from the receipt of Application Form.
- Wherever any additional information/documents is required to process the application form, the same shall be intimated to the customer by relationship officer/Manager.
- The Rates of interest will be different for different categories of borrower based on the individual credit and risk profile.
- Originated and serviced by IFFCO Kisan Finance Limited. All Loans at the sole discretion of IFFCO Kisan Finance Limited.
- Do not sign this form if its blank. Please ensure all relevant sections and documents are completely filled to your satisfaction and then only sign the form.

Application No. **IKFL**

Received at:.....

Date:

For IFFCO Kisan Finance Limited.
Authorized Signatory/ Representative