

## **POLICY ON PROVIDING RELIEF TO CUSTOMERS IMPACTED BY COVID-19**

### **Scope & Objective:**

Our company cares for the customers. Many of the customers are impacted due to the current outbreak of the Pandemic worldwide affecting millions of people on all fronts, cash flow and earning of many of our customer may have been impacted. Thus the aim of the policy is to extend relief as RBI has permitted NBFC to grant a moratorium on payment of all instalments falling due between March 1, 2020 and August 31, 2020. Hence board is deciding to not raise the instalment demand during this period and Borrowers may opt not to pay the Instalment during the period. The brief details of the scheme are mentioned below:

### **Policy:**

1. The relaxation would be uniformly applicable to all loans and other credit facilities outstanding as on March 31, 2020.
2. During the said moratorium period, Interest shall continue to accrue on the outstanding portion of the term loan. The Interest accrued will be added to the outstanding loan amount and the repayment schedule for such loans would be shifted across the board after the moratorium period. Company will keep the EMI amount same because of which tenure of the loan would be extended.  
In the best interest of all the stakeholders company may in some case increase the amount of EMI keeping the overall tenure same or company may ask borrower to pay the interest accrued during this period post the completion of the moratorium period keeping the rest of the terms same. In such cases the company will share the revised payment terms with the client and in case of any issue client should contact the company within 10 days of the receipt of the schedule. The contact details are mentioned in annexure.
3. Interest to be accrued at contractual rate as defined under the agreement entered between the borrower and the company.
4. If borrower wants to avail the moratorium but also wants to continue paying some amount as per his convenience, as at present sufficient liquidity is available but considering disruptions and economic uncertainty on account of COVID and lockdown, customer is of the view that temporary disruption in cash flow may arise in future and considering this customer may want to keep the amount paid as an advance with the company, then the customer may continue doing the same. The effective credit of same will be given to their loan account. No pre-payment charges will be recovered and the benefit of the interest would be passed on to the customer. Any amount received during this period would be adjusted against the next EMI/EMIs due after the moratorium period or credit facility amount outstanding after the moratorium period.
5. Company will continue depositing NACH/PDC/ECS on due date and any fund received during the period will be treated as advance as per point no. 4. If customer wants to stop the deposition, they can contact the company on the details mentioned in Annexure or their respective relationship officer/Branch Manager etc.

If any payment received during April, 2020 to August, 2020 because of deposition of NACH/PDC/ECS etc. by the Company, would be first adjusted against past overdue if any and any surplus paid during this moratorium period would be eligible for refund on the request of the customer. The customer should contact the company before the 5<sup>th</sup> September, 2020 and should state the reason for the request of refund. The company retains the right to reject the request for refund if they are of view that customer wants to misuse the scheme. Please refer point 10 for details.

Request for refund of any advance paid during the March, 2020 payment to be made before 31<sup>st</sup> May, 2020.

6. In case of return or bouncing of any instrument during this period, the company would not levy any penalty or any kind of charges and non-payment/non-clearance would be treated as deemed acceptance of relaxation provided under this moratorium policy.
7. If customer does not want to opt the relaxation under this moratorium scheme and wants to continue paying EMI regularly as per general terms and condition then the customer is required to inform us. The customer may contact us as per the details mentioned in annexure. The customer needs to contact us before August 31, 2020.
8. The moratorium/deferment granted to borrowers will not qualify as default on the part of borrowers for the purposes of supervisory reporting and for reporting to credit information companies.
9. The relief given as above as per the special dispensation given by RBI will not result in any downgrade of asset classification. However, if there is an existing default like interest / principal due up to February 29, 2020, asset classification and provisioning norms of the company will apply.
10. If the company is of the view that some customers might not be impacted because of COVID-19 or has sufficient liquidity or has malafide intent to misuse the scheme or there is misrepresentation or non-submission of timely information or any non-compliance of any of the condition mentioned in this policy or any of the agreement executed for the credit facility by the client or subordination of the interest of company by the client, then for such cases the company has rights to exclude such customers from the relaxation provided under this policy. Decision of the company would also be based on the satisfactory assessment and response from the field team and other credit checks. The Company may instruct process for moratorium to such customer which needs to be complied for granting of Moratorium.
11. The company may endeavor to contact their customer's through SMS/Call/Mail etc. informing them about the relaxation provided under this policy. Customer are requested to go through the detailed policy on the website of the company or they may connect with their relationship officer/Branch Manager/ contact details as mentioned in the annexure below for any query/issue related to the policy. Company has also kept the copy of policy at all the branch offices.

12. While this policy outlines the broad internal guidance that the company will follow to take decisions regarding moratorium, the company retains the discretion to change the policy from time to time and announce it appropriately on its website.

The deferment of payment shall not be considered as a default in statutory reporting and sharing of information to Credit Information Companies.

**Other Conditions:**

1. In case regulator proposes any further forbearance in future, the same shall be applicable to all.
2. It must be noted that there are no restrictions on borrowers who may otherwise wish to continue servicing their loans on the existing terms without availing of any moratorium.
3. The Company has securitized / assigned its loan receivables to Third Parties and the Company is appointed as servicer for collection of installments from the borrowers and remittance of the same to the respective Third Party. Hence the Company will seek consent and obtain approval from the concerned Banks for grant of moratorium for the purpose of securitization / assignment instalments / amounts falling due between March 1, 2020 to August 31, 2020. The assigned Loans shall be governed by the respective policies of the assignee parties. If third party rejects the request of lender & Borrower, then, in such scenario, for that credit facility, the moratorium period would not be granted.
4. This policy shall be subject to, and read with, the RBI COVID-19 Notification and/or the other Applicable Laws.
5. This policy supersedes the previous approved policy.
6. For further clarification please refer FAQ the link for the same is:  
<https://mas.co.in/pdf/Frequently-Asked-Questions-Moratorium.pdf>

This policy shall be displayed on the web site of the Company [www.mas.co.in](http://www.mas.co.in) and any changes in the policy also would be updated on the website time to time.

**Annexure - Contact Details**

Email ID	<a href="mailto:mfsl@mas.co.in">mfsl@mas.co.in</a>
Phone No.	079-49137777

In case, if any query related to moratorium period is not resolved and customer wants to further scale up their queries then they may contact/ write to:

Mr. Bharat Mori  
Sr. Manager CRM  
MAS Financial Services Limited  
4th Floor, Narayan Chambers,  
B/h Patang Hotel,  
Ashram Road,  
Ahmedabad - 380009  
Call: 079 - 41106500  
Email: [bharat@mas.co.in](mailto:bharat@mas.co.in)