
Policy 7 — Fair Practices Code

1. Preamble

This Fair Practices Code (“FPC”) is framed in accordance with the Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025, in supersession of the corresponding Paragraphs 45.11 onwards of the erstwhile MD-NBFC-SBR, 2023, with a view to promote good and fair practices in the dealings of the Company with its customers.

2. Application for Loans and their Processing

- (a) All communications to the borrower shall be in the vernacular language or in a language understood by the borrower.
- (b) The loan application form shall include the necessary information that affects the interest of the borrower so that a meaningful comparison with terms offered by other lenders can be made and an informed decision taken.
- (c) The application form shall indicate the list of documents required to be submitted along with the application.
- (d) An acknowledgement shall be given for all loan applications received, indicating the time-frame within which the application will be disposed of.

3. Loan Appraisal and Terms / Conditions

- (a) The Company shall convey, in writing, by means of a Sanction Letter or otherwise, the amount of loan sanctioned, the annualised rate of interest applicable, the method of application, the EMI structure, prepayment charges, penal charges and other terms and conditions.
- (b) The Sanction Letter shall be in the vernacular language or in a language understood by the borrower.
- (c) Acceptance of the terms and conditions communicated by the borrower shall be retained on file.
- (d) A Key Facts Statement in the prescribed format shall be furnished to the borrower before sanction, in accordance with the Master Direction on Key Facts Statement dated April 15, 2024.
- (e) Penal charges, if any, shall be highlighted in bold in the loan agreement and the Key Facts Statement.

4. Disbursement of Loans, including Changes in Terms

- (a) Any change in terms and conditions, including the rate of interest, processing fees, service charges, prepayment charges and penal charges, shall be communicated to the borrower in writing in the vernacular



language or in a language understood by the borrower.

- (b) Changes in interest rate and other charges shall be effected only prospectively. A suitable condition to this effect shall be incorporated in the loan agreement.
- (c) Any decision to recall or accelerate payment or seek additional security shall be in consonance with the loan agreement.
- (d) The Company shall release all securities on repayment of all dues or on realisation of the outstanding amount of loan, subject to any legitimate right or lien for any other claim that the Company may have against the borrower.

5. General

- (a) The Company shall refrain from interference in the affairs of the borrower except for the purposes provided in the terms and conditions of the loan agreement.
- (b) In case of receipt of a request from the borrower for transfer of the borrower account, consent or otherwise shall be conveyed within twenty-one days from the date of receipt of request.
- (c) In the matter of recovery of loans, the Company shall not resort to undue harassment such as persistently bothering the borrower at odd hours or use of muscle power for recovery of loans.

6. Responsibility of the Board

The Board has laid down the appropriate grievance redressal mechanism as set out in the Grievance Redressal Policy of the Company. The Board shall review compliance with the Fair Practices Code, the functioning of the grievance redressal mechanism, and the implementation of the recovery and customer-conduct provisions, at least annually.

7. Language and Mode of Communication

This Fair Practices Code shall be made available in English and Hindi on the Company's website and at all places of business. Customer-facing staff shall be trained on the FPC and its operation.

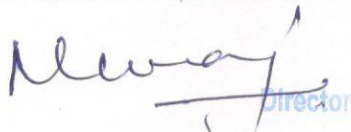
Approval and Effective Date

This Policy has been approved by the Board of Directors of Goodskill Securities and Services Limited at its meeting held on 05/06/2026, and is effective from 05/06/2026. The Policy supersedes all previous policies on the subject. Subsequent amendments shall be approved by the Board and shall take effect from the date of such approval.

For Goodskill Securities and Services Limited

Goodskill Securities & Services Limited

Signature:


Director

Neeraj

Director

DIN:08105344

Goodskill Securities & Services Limited

Signature:


Ravi Kumar Varshney

Director

DIN: 10316189