



\*\*\*\*\*

**LOAN RECOVERY POLICY**  
**OF**  
**SATIN CREDITCARE NETWORK LIMITED**  
**(VERSION 1- 10.02.2017)**

\*\*\*\*\*

**Ownership: Operations Department**

---

CIN: L65991DL1990PLC041796



## Loan Recovery Policy

### Satin Creditcare Network Limited

1. We choose the meeting/recovery place keeping in mind the convenience of our clients. In no case it falls beyond five hundred meter from the house of the farthest member. The place of meeting is easily accessible to the non members, guardians and husbands of the clients.
2. We empower the center to be self disciplined from the date of formation to payment of last installment. The members themselves take care of any lapse in discipline including absence, late coming and/or non repayment of installment/s. Satin operation staffs play the role of facilitator and neither impose the client nor take any disciplinary action.
3. We follow the spirit of "*Grahaka devo bhava*" (customer is the god) and treat the customer with utmost dignity and respect. We maintain the standard practice of calling them "*behenji*" or "*didiji*" across the organization and across the board irrespective of the designation and functional responsibility of employees. Every time we visit the center or clients visit to office we greet everyone with smile and "*namaskar*".
4. In case of recovery of delinquent accounts our operation staffs visit the house of the clients only with proper consent and physical presence of their fellow group members who mutually share the joint liability with the default member. We visit the houses of delinquent clients only during the convenient day times and not in odd hours.
5. In no case our staffs use coercive or abusive language which hurts the dignity, self respect and emotion of our clients. No strong arm recovery practices are followed in our organization.
6. We put our best possible endeavor to educate and empower the clients through various social initiatives including literacy drive during trainings and center meetings, circulation of poster and pamphlets about their rights.
7. We also have a dedicated grievance redressal cell which listen the complaints of clients about misbehavior or misconduct of any employees working in the field and resolve the issues within two working days.

We conduct customer satisfaction audit and social audit through independent market survey/market research agency and publish the report our website.

