SATIN Creditcare Network Limited

Document Control

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Reviewed by	Vikas Umrao, Gaurav Gupta
Approved by	Anil Kwatra, Vikas Wadhera
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Revision History

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01/09/2025	1.0	First Version/ Adoption	Pravupada, Saurabh	Vikas Umrao, Gaurav Gupta	Anil Kwatra, Vikas Wadhera	21/03/26

Statement of Confidentiality

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1. Purpose and Scope

This Refund Policy ("Policy") governs the circumstances under which Satin Creditcare Network Limited ("SCNL", "we", "our", or "us") will process refunds to borrowers ("you", "your", or "Customer") in relation to loan repayment transactions made through SCNL's online payment facilities, including but not limited to the SCNL website and CSA App.

This Policy aims to provide clarity, transparency, and borrower-friendly procedures, while ensuring compliance with applicable laws and regulatory guidelines.

2. Eligibility for Refunds

2.1 Double Deduction of EMI / Excess Payment

- A refund request may be raised where an EMI or loan installment has been deducted twice, or where an excess amount has been paid against the due installment.
- To initiate the refund process, you must notify our Customer Support team within **two (2) days** of such deduction, through:
    - **Toll-Free Number:** 1800 212 3123
    - **Email:** clientgrievance@satincreditcare.com
- SCNL will validate the claim, and if found eligible:
    - Resolution shall be provided within **five (5) working days**.
    - Refund processing shall be completed within **seven (7) working days** from the date of resolution.
    - The refunded amount is expected to reflect in your account within **ten (10) days** from the date of refund processing.

2.2 Adjustment in Future Installments

- Instead of refund, you may request adjustment of the excess/double deducted amount against your upcoming installment(s).
- Such a request must be raised by contacting SCNL's Customer Support team via the toll-free number or email mentioned above.

2.3 Payment Failure (Amount Deducted but Not Received by SCNL)

- In cases where your bank account has been debited but the payment has not been received by SCNL due to transaction failure, the refund shall be initiated directly by the **payment gateway provider** in accordance with their policies.
- You are advised to contact the payment gateway's customer support team for expedited resolution.
- SCNL will provide reasonable support, if required, to facilitate coordination with the payment gateway.

3. Conditions and Limitations

- All refund requests are **subject to validation** by SCNL and/or the payment gateway.
- SCNL shall not be liable for any delays attributable to banks, payment gateways, or other third-party service providers.
- Refunds will be processed **only to the original mode of payment** used for the transaction. No cash or alternate mode of refund will be permitted.
- SCNL reserves the right to reject any refund request where it is established that the transaction was validly processed against the outstanding dues.

4. Exclusions

Refunds will not be applicable in the following cases:

- Voluntary prepayment of loan installments or principal, unless otherwise required by law or regulatory authority.
- Payments correctly applied against your loan account.

- Disputes raised beyond the stipulated timelines mentioned in this Policy.

5. Customer Support and Escalation

For queries, grievances, or escalation relating to refund requests, you may contact:

- **Customer Support (Level 1):**
  - Toll-Free Number: 1800 212 3123
  - Email: clientgrievance@satincreditcare.com
- **Nodal Officer (Level 2):**
  Details available on SCNL's official website under "Grievance Redressal Mechanism".

6. Disclaimer

This Policy is subject to change from time to time at the sole discretion of SCNL, in compliance with applicable legal and regulatory requirements. The version published on SCNL's official CSA App, website shall be deemed to be the latest and binding.

7. Policy Approval, Review, and Sign-Off Matrix

Author	Designation	Date	Signature
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Saurabh Mishra	Sr. Associate - Operational Excellence & Customer Services	26/03/26	

Reviewer	Designation	Date	Signature
Vikas Umrao	Lead - Operational Excellence & Customer Services	26/03/26	
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Approving Authority	Designation	Date	Signature
Anil Kwatra	Chief Business Officer	30.03.26	
Vikas Wadhera	Chief Risk Officer	30/03/26	VWadhera

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