

NOTICE TO BORROWERS

Flood Relief Moratorium for Eligible Borrowers

In view of the floods declared as a natural disaster by the Government of Assam, and the decisions taken at the Special State Level Bankers' Committee (SLBC) meeting held on 30.07.2026 under the chairmanship of the Hon'ble Chief Minister of Assam, SCNL is providing a moratorium of up to six months to eligible borrowers affected by the floods in the notified districts of **Jorhat, Sivasagar, Golaghat and Charaideo, Assam.**

Moratorium Period: 19.07.2026 to 17.01.2027, **Last Date to Opt Out:** 01.12.2026

What does this mean for you?

- Eligible borrowers are not mandated to pay any instalments, and this won't impact their credit score. Any installment wishfully being paid by the borrower will be treated as an advance and a relevant benefit will be passed on.
- Interest will continue to accrue during the moratorium at the applicable loan interest rate. This is not an interest waiver.
- No penal, overdue or delayed payment charges will be charged on instalments deferred under the moratorium.
- After the moratorium, the loan repayment schedule will be revised, with the EPI kept unchanged and the tenure extended as applicable.

You can choose to opt out

The moratorium is being provided suo moto to eligible borrowers. If you do not wish to avail of the moratorium, you may opt out voluntarily up to 01.12.2026.

Submit your opt-out request through any of the following channels:

- To the CSO during the centre meeting;
- To the Branch Manager; or
- Through the SCNL toll-free number.

For any clarification or assistance, please contact your CSO / Branch Manager or our toll-free number 18002123123.

For Satin Creditcare Network Limited





Frequently Asked Questions (FAQs)

1. What is the flood relief moratorium?

SCNL will provide a moratorium of up to **182 days (approximately six months)** to eligible borrowers affected by the floods in the notified districts of **Jorhat, Sivasagar, Golaghat and Charaideo, Assam**. The moratorium period will be from **19 July 2026 to 17 January 2027**.

2. Who will be eligible for the moratorium?

Borrowers will be eligible if they are from the four notified districts and their **house, assets, crops, business or other income-generating activities have been affected by the floods**, subject to the eligibility. The loan account must have been active and classified as Standard as on **19 July 2026**, and the borrower must not have been in default for more than 30 days with SCNL as on the calamity date.

3. Will interest be waived during the moratorium?

No. The moratorium is not an interest waiver. Interest will continue to accrue during the moratorium at the applicable loan interest rate. The accrued interest will be capitalised into the loan outstanding, and a revised repayment schedule will be provided.

4. Will any penalty or overdue charges be charged during the moratorium?

No. Penal charges, overdue charges or delayed payment charges will not be levied on instalments deferred under the moratorium during the moratorium period.

5. Can I choose not to take the moratorium?

Yes. The moratorium will be provided **suo moto**, but eligible borrowers will have the option to voluntarily **opt out** and continue repayment as per their original repayment schedule. The last date to opt out will be **1 December 2026**, which is 135 days from the date of declaration of the calamity.

6. How can I opt out of the moratorium?

You can submit your opt-out request through any of the following channels:

- To the **CSO during the Centre Meeting**
- To the **Branch Manager**
- Through the **SCNL toll-free number**

The opt-out request will be processed based on your written confirmation/request.

7. What will happen if I opt out of the moratorium?

If you choose to opt out, you will **continue repayment as per your original repayment schedule**. The moratorium benefits will not apply to your loan after the opt-out is processed.

8. What will happen to my repayment schedule after the moratorium?

After the moratorium, your **repayment schedule will be revised**. The EPI will remain unchanged, and the loan tenure will be extended as applicable, considering the deferred instalments and interest capitalised during the moratorium.

