FAIR PRACTICES CODE

MONK CAPITAL PRIVATE LIMITED

Website: www.monkcapital.in / moneymonkapp.in

Document	Fair Practices Code
Version	Version 1.0
Approved by	Board of Directors
Effective / Revision Date	20 November 2025
Review	At least annually and whenever there is a material regulatory change

1. Introduction

Monk Capital Private Limited ("Company" or "Monk Capital"), a Non-Banking Financial Company registered with the Reserve Bank of India ("RBI"), is engaged in the business of fee-financing, personal loans, education loans and other credit products.

This Fair Practices Code ("FPC" or "Code") sets out the minimum standards of fair, transparent and responsible conduct to be followed by the Company in its dealings with borrowers and prospective borrowers.

The Code has been formulated having regard to the applicable directions, guidelines, circulars and instructions issued by the RBI, as amended from time to time, including requirements relating to responsible lending conduct, Key Facts Statement (KFS), digital lending, outsourcing and customer protection.

The Code is approved by the Board of Directors and applies to products and services offered directly, digitally or through authorised Lending Service Providers (LSPs), Digital Lending Applications (DLAs), Direct Selling Agents (DSAs) and other authorised service providers, as applicable.

2. Objectives

- Promote good and fair lending practices by setting minimum standards for dealing with customers.
- Provide adequate transparency so that borrowers can make informed decisions.
- Ensure compliance with applicable laws and RBI requirements.
- Promote a fair, cordial and professional relationship between the Company and its borrowers.
- Provide an effective mechanism for redressal of customer grievances.

3. Key Commitments

1. Act fairly, reasonably and transparently in all dealings with customers.
2. Provide clear information regarding loan products, interest rates, Annual Percentage Rate (APR), fees, charges, repayment obligations and other material terms, as applicable.
3. Ensure that loan terms and customer interactions comply with applicable regulatory requirements and are not discriminatory.
4. Handle customer complaints promptly through the Company's grievance redressal mechanism.
5. Make this Code available on the Company's website and provide a copy upon request.

4. Advertising, Marketing and Customer Solicitation

6. Advertising and promotional material issued by or on behalf of the Company shall be clear, fair and not misleading.
7. Where an advertisement refers to an interest rate, the Company shall appropriately indicate that other applicable fees and charges may apply and that relevant terms and conditions are available through the Company's prescribed channels.
8. Authorised representatives, DSAs, LSPs and tele-callers shall identify themselves appropriately while interacting with prospective or existing customers.
9. Where third-party service providers handle customer information, the Company shall require them to maintain confidentiality and security in accordance with applicable law and the Company's policies.
10. Complaints regarding improper conduct by an authorised representative or service provider shall be investigated and appropriately addressed.

5. Applications for Loans and Processing

11. Loan application forms and/or digital loan journeys shall contain or provide access to necessary information about the loan product and the documents required from the applicant, so as to enable an informed decision and meaningful comparison.
12. The Company shall endeavour to communicate the timeframe within which a complete loan application is expected to be processed.
13. Where required under applicable RBI directions, a Key Facts Statement (KFS) shall be provided to the prospective borrower in a language understood by the borrower, containing the prescribed key information including the APR, repayment terms and applicable charges.

14. Rejection of a loan application, where communication of reasons is required under applicable regulatory requirements or the Company's process, shall be communicated appropriately to the applicant.
15. Communications with borrowers shall be in English or in a language understood by the borrower, as applicable.

6. Loan Appraisal, Sanction and Documentation

16. The Company shall communicate the sanctioned loan amount, annualised rate of interest, APR, repayment terms, penal charges and other applicable material terms through the sanction letter, KFS and/or loan documentation, as applicable.
17. A copy of the loan agreement together with the relevant enclosures quoted therein, including the KFS where applicable, shall be furnished to the borrower at the time of sanction/disbursement in accordance with applicable requirements.
18. The Company shall obtain acceptance of the material terms and conditions from the borrower through appropriate physical or electronic means.
19. Any decision to recall or accelerate payment or performance shall be in accordance with the terms of the loan agreement and applicable law.

7. Disbursement and Changes in Terms and Conditions

20. Loan disbursements shall be made in accordance with the sanctioned terms and applicable RBI requirements. In digital lending, disbursement shall ordinarily be made to the borrower's bank account, except where disbursement to an end-beneficiary or any other permitted mode is allowed under applicable RBI directions.
21. Any change in the terms and conditions, including disbursement schedule, interest rate, service charges, penal charges or other applicable charges, shall be communicated to the borrower in writing or electronically. Changes in interest rates and charges shall be given effect prospectively.
22. Where any security has been obtained, the Company shall release such security and/or original property documents, as applicable, upon full repayment or settlement of the loan, subject to any legitimate right or lien and in accordance with applicable RBI requirements.

8. Interest Rates, Fees and Penal Charges

The Board of Directors has adopted an Interest Rate Policy for determining interest rates, processing fees, penal charges and other charges, taking into account relevant factors such as cost of funds, operating costs, risk premium, borrower risk profile, tenure, product characteristics and prevailing market conditions.

23. The applicable rate of interest shall be communicated on an annualised basis and disclosed through the KFS, sanction letter and/or loan agreement, as applicable.
24. The approach for gradation of risk and the broad framework for determination of interest rates shall be disclosed in accordance with applicable regulatory requirements.
25. Penal charges, where applicable, shall be levied for non-compliance with material terms and conditions of the loan contract in accordance with the Company's Board-approved policy and applicable RBI directions.
26. Penal charges shall not be treated as penal interest, shall not be capitalised, and no further interest shall be computed on such penal charges. The quantum and reason for penal charges shall be disclosed to the borrower through the applicable loan documents/KFS and communicated when levied.
27. Interest, fees and charges shall not be levied in a manner inconsistent with applicable RBI directions.

9. Collection and Recovery of Dues

The Company shall explain the repayment process and obligations to borrowers and shall follow fair practices in collection and recovery.

28. Authorised recovery personnel shall identify themselves and, where applicable, carry appropriate identification/authority.
29. Borrowers shall not be contacted for recovery before 8:00 a.m. or after 7:00 p.m., except where specifically permitted under applicable law or RBI directions.

30. The Company and its representatives shall not resort to intimidation, harassment, threatening or anonymous calls, inappropriate messages, use of muscle power, public humiliation or intrusion into the privacy of borrowers, their family members, referees or friends.
31. Customer interactions shall be conducted with dignity and professionalism, and customer information shall be handled with appropriate confidentiality.
32. Amounts collected on behalf of the Company shall be remitted through authorised channels into the Company's designated account(s).

10. General Provisions

33. The Company shall refrain from interfering in the affairs of a borrower except for purposes provided in the loan documents or where information not previously disclosed by the borrower comes to the Company's notice, or where intervention is required by law or regulatory direction.
34. On receipt of a request from a borrower for transfer of the borrowal account, the Company's consent or objection, if any, shall be conveyed within 21 days from the date of receipt of the request. Such transfer shall be governed by transparent contractual terms and applicable law.
35. Customer information shall be kept confidential and shall be disclosed only with appropriate consent or where disclosure is required or permitted by law, regulation, contractual arrangements or to authorised service providers subject to confidentiality obligations.

11. Digital Lending, LSPs and DLAs

36. The Company shall disclose details of its authorised LSPs and DLAs on its website as required under applicable RBI directions.
37. Loan documentation issued to borrowers shall clearly identify Monk Capital as the lender.
38. The Company shall provide the cooling-off/look-up period and exit facility for digital loans as required under applicable RBI directions.
39. The Company shall retain oversight and responsibility for activities outsourced to LSPs, DLAs, recovery agents and other service providers.
40. Digital lending, disbursement, repayment, data collection, customer consent and grievance handling shall be carried out in accordance with applicable RBI requirements.

12. Non-Discrimination and Assistance to Persons with Disabilities

The Company shall not discriminate in extending loan facilities on grounds prohibited by applicable law or RBI directions. Applications from physically or visually challenged persons shall not be rejected solely on the ground of disability. Reasonable assistance in completing documentation or accessing the Company's services shall be provided, subject to the Company's standard credit assessment, eligibility criteria and applicable law.

13. Grievance Redressal Mechanism

The Company has established a grievance redressal mechanism for receiving, recording, escalating and resolving customer complaints.

Borrowers may contact the Grievance Redressal Officer (GRO) at:

Name	Mr. K. Sai Ram Reddy
Phone	63091-48333
Email	gro@monkcapital.in
Address	The Platina, B-406, Sy No. 132, 134, H. No. 4-50/1, Gachibowli, K.V. Rangareddy, Seri Lingampally, Telangana - 500032
Website	www.monkcapital.in

If the complaint is not resolved within 30 days from the date of receipt of the complaint, or if the customer is not satisfied with the response provided by the Company, the customer may lodge a complaint under the Reserve Bank - Integrated Ombudsman Scheme, 2021, where applicable, through the RBI Complaint Management System (CMS) Portal at https://cms.rbi.org.in.

Where the Integrated Ombudsman Scheme is not applicable, the customer may approach the appropriate Consumer Education and Protection Cell (CEPC) of the Reserve Bank of India, as applicable.

14. Responsibility of the Board, Training and Review

41. The Board of Directors shall oversee implementation of this Code and review the effectiveness of the grievance redressal mechanism at appropriate intervals.
42. Customer-facing employees and authorised representatives shall receive appropriate guidance/training on fair customer conduct, recovery practices and the requirements of this Code.
43. Compliance with the FPC and the functioning of the grievance redressal mechanism shall be reviewed at least annually and whenever there is a material regulatory change.
44. A consolidated report on complaints, their resolution and compliance with the FPC shall be placed before the Board/Audit Committee, as applicable.
45. Any material amendment to this Code shall be approved in accordance with the Company's governance framework and applicable regulatory requirements.

15. Publication and Availability

This Fair Practices Code shall be displayed on the Company's website. Copies may also be made available in English and such other languages as the Company considers appropriate for its customers. In the event of any interpretational inconsistency between translated versions, the English version shall be referred to, subject always to applicable law and regulatory requirements.