

Online Workshop on Fair Lending Practices: NBFCs and HFCs

October 5 and 6, 2023 | Zoom Meetings
3:00 pm to 6:00 pm (Both days)

Why this Workshop?

Fairness in lending is a combination of legal requirements, ethical considerations, and market dynamics. Lenders are expected to navigate these various influences to ensure that their practices align with both legal mandates and ethical standards, with the ultimate goal of providing borrowers with equitable access to credit and financial services while avoiding discriminatory or exploitative practices.

With the recent amendments in the practices concerning sourcing, collection as well as recovery, both for digital as well non-digital loans, it becomes important to apprise the compliance team, front-desk officers, recovery agents with the regulatory requirements and expectations. For more information, reach us at finserv@vinodkothari.com

Reach us on social media



Course Outline

1. Fairness in customer sourcing and disclosures
 - a) Transparency of key terms;
 - b) Fairness in digital lending
2. Regulatory requirement to ensure fairness in terms of loans
 - a) Bar on exorbitant rates of interest;
 - b) Imposition of penalties; [Discussion on the August 18, 2023 RBI circular]
 - c) Prepayment charges,
 - d) Processing and other charges
 - e) Specific requirements in case of digital lending
 - f) Specific requirements in case of MFI loans
3. Fair Lending Practices during the loan journey
 - a) Loan Sourcing and Marketing;
 - b) Loan Application and Processing;
 - c) Interest Rate, APR, Penal Charges;
 - d) Sanction Letter and Loan Agreement
4. Customer Interactions
 - a) Communications with the borrowers;
 - b) Disclosure Requirement
5. Revision of rates of interest in case of EMI-based lending [covering August 18, 2023 RBI circular]
6. Collection and recovery practices
 - a) Code of conduct for collection and recovery agents;
 - b) Recovery techniques for delinquent and defaulted borrowers, while ensuring FPC
7. Satisfaction of loan - NOC; return of title docs.
8. Grievance Redressal Mechanism
 - a) Handling customer complaints / grievances;
 - b) Matrix for escalation of grievances;
 - c) Internal Ombudsman;
 - d) Applicability and functioning of Integrated Ombudsman Scheme

Faculties



Anita Baid
Vice President, VKCPL



Aanchal Kaur Nagpal
Senior Manager, VKCPL



We have regularly been conducting several public as well as in-house workshops for the NBFC Sector.

Other relevant workshop-

[Cashflow modelling and structuring Securitisation Intricacies of Ind AS 109 for regulated lenders](#)

Our resources on the topic:

[Scale Based Regulation](#); [Digital Lending](#); [Financial Services](#); [Penal Interest](#); [Reset of Floating Interest Rate](#)



INR 10,000 plus GST per participant



Register here:

<https://forms.gle/dmzuWFjxp8sl3VR4A>

For more information, reach out to:

Qasim Saif, qasim@vinodkothari.com | 7987691533
Subhojit Shome, subhojit@vinodkothari.com, 90623 22130