

Half-Day Workshop on RBI Directions on Responsible Business Conduct and Third Party Product Selling

On June 26, 2026 in Bengaluru (Physical)

Why this Session?

The RBI issued two major amendments: the UFS Amendment Directions (overhauling agency business for NBFCs and referral services for banks) and the RBC Amendment Directions (strengthening sales practices, mis-selling provisions, and compensation guidelines).

Both become effective from 1st January 2027, introducing a unified framework where third-party distribution must be fee-based with no risk participation, alongside stricter DSA/DMA controls, enhanced customer disclosures, and mandatory grievance redressal mechanisms.

The session equips compliance, risk, legal, and business teams of Banks and NBFCs with the expected actionables rising from the amendments.

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Course Outline

- **Regulatory Framework & Background**
 - Scope of Applicability on Financial and non-financial products; own and Third-Party Products; Individual/other customers
- **Mis-selling and compensation consequence**
 - Suitability assessment - when, how
 - Forced bundling
 - Incentive Structures
- **Third-Party Distribution Framework**
 - Line of Difference Between TPSP, DSA/DMA & Referral Partner
 - Fee-Based, No-Risk Participation : Does no-risk mean no share in rewards also?
 - Agency and Referral Activities
- **Marketing and Consumer Protection**
 - Explicit consent for cross marketing
 - Code of Conduct for sale & marketing
 - After-Sale Feedback & Selling Practice
- **Third-Party & DSA Controls- Due Diligence, Dark Patterns Prohibition, Audit**
- **Operational Requirements:**
 - Grievance Redressal Mechanism Design
 - Customer Disclosure & Website Publication
 - Regulatory Penalties & Enforcement Precedents

Faculty



Vinod Kothari
Director, VKCPL

Vinod Kothari is internationally recognized as an author, trainer and consultant on specialized financial subjects and lectures all over the world. He regularly takes in-house as well as public workshops on several financial subjects for NBFCs and banks.

Our Resources:

1. [From Consent to Compensation: RBI's Directions for REs on Sales Practices](#)
2. [Agency and referral activities of NBFCs and Banks: RBI June 2026 Amendments](#)

Venue: ClayWorks Opus, Campbell Rd, Austin Town, Bengaluru

Timing: 9:30 AM – 1:30 PM

Register here: [Link to register](#)

Registration Fees: INR 10,000 plus taxes

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