

Most Important Terms and Conditions

The Most Important Terms and Conditions ("MITC") sets out the summary of the key terms in respect of the loan product made available by North East Small Finance Bank Limited ("NESFB") (hereinafter referred to as "Lender") to the Borrower. Through this portal, the Borrower can request for availing loan product(s) from NESFB. The loan product(s) may be sanctioned at the sole discretion of NESFB, basis the risk assessment conducted by NESFB, and the sanctioned loan amount will be disbursed directly into the bank account of the Borrowers.

I. LOAN FACILITY PROVIDED BY LENDERS:

The specific terms for each of the loan products disbursed by NESFB will be set out in the key fact statement, sanction letter and the loan agreement.

II. FEES AND CHARGES

a. Annual Percentage Rate (APR):

APR means the effective annualized interest rate charged in relation to the loan availed by the borrower. The specific details in respect of the APR are provided in the key fact statement, sanction letter and loan agreement, for each loan availed by the borrower.

b. Processing Fee

A Processing Fee may be charged by Lender, as processing fee for the loan product availed by the borrower. The same shall be communicated to the borrower in the KFS (key fact statement).

c. Penal Charges

In case of any delays by the borrower in making payment of any outstanding dues, Lender will levy penal charges.

Please refer to the KFS for the details of penalty charges.

d. Prepayment Charges

At the request of the borrower, the Lenders may accept the request for full or partial pre- payment of the outstanding dues of the borrower, subject to payment of applicable charges (if any).

III. RATE OF INTEREST

The interest on the loan will be payable as per the interest rate communicated under the KFS, sanction letter and the loan agreement. NESFB, subject to applicable directives of the Reserve Bank of India are entitled to revise the rate of interest and the borrower hereby agrees to be bound by such revised or modified rate of interest upon intimation made by NESFB of any such revision or modification.

IV. REPAYMENTS

All payments due under a loan will be either debited from the registered bank account of the borrower or paid by the borrower in such other manner as may be acceptable to NESFB.

V. AMENDMENTS

The MITC for each loan is subject to change at the discretion of NESFB, from time to time. Such changes will be communicated to the borrower on the borrower's registered Email ID or through any other modes of communication. The borrower agrees that these changes will be binding on borrower in case the borrower chooses to continue undertaking transactions through this portal after the date of intimation of such changes to the borrower or if the borrower agrees to such changes through this portal.

VI. ENTIRE UNDERSTANDING

The MITC sets out only the summary of the key terms governing the loan product, and should be read along with the following documents:

- a. Relevant Sanction Letter issued by the Lenders to the borrower.
- b. Relevant Loan Agreement.
- c. Key Facts Statement (KFS).

VII. GRIEVANCE REDRESSAL PROCESS

In case of any grievance, the borrowers can reach out to the grievance redressal officer of NESFB. The details of grievance redressal officer and Nodal Officers appointed by NESFB are set out below:

Mr. Aashish Saxena
Designation: Grievance Redressal Officer
Contact no: +91 8069390473
Email: customergrievance@nesfb.com

Ms. Swetha S
Designation: Principal Nodal Officer
Contact no: +91 8048318328
Email: principal.nodalofficer@nesfb.com

All capitalized terms not defined herein will have the meaning as set out in the relevant Loan Agreement.