

**LOAN APPLICATION**
**Customer Details**

<b>PARTICULARS</b>	<b>DETAILS</b>
Loan Application No.	
Name	
Spouse/Father/Mother	
Date of Birth	
Gender	
Marital Status	
Occupation	
Nationality	
Residential Status	
Proof of Identity	
PAN	
Permanent Address	
Proof of Permanent Address	
Current Address	
CKYC Number	
CKYC Status	
Phone Number	
Email Id	
Name of the Bank	
Bank A/C No	
IFSC	
<b>RELATED PERSON TO BE CONTACTED WHEN BORROWER IS UNREACHABLE INCLUDING FOR RECOVERY OF LOAN</b>	
Name of Related Person	
Relation Type	
Phone Number of Related Person (Verified using OTP)	
Name of Related Person	
Relation Type	
Phone Number of Related Person (Verified using OTP)	
Account Type	
<b>Other Relevant Details</b>	
B2B Credit Report Number	
B2C Credit Report Number	
Bureau Score / (Crif Score)	
Total Loans in Credit Report	
e-Nach	
e-Nach Details	

**Documents**

I, the Borrower, agree to submit the following documents for availing of the Loan:

Photo	Selfi or Photograph	<b>SELF</b>
ID Proof	PAN Card or Form 60*	
Address Proof	Address Proof(Passport/Voter ID/Masked Aadhaar/Driver License/Paperless Aadhaar)	
Income Proof	Last 3 months bank statements or other income proof	
Others	Employment Documents	
Others	Other Documents	

Selfi



Id Proof



Address Proof



#### LOAN APPLICATION ACKNOWLEDGMENT

The Lender acknowledges receipt of your Application Form together with the Standard Terms (Loan). We will revert with status of your application within five (5) working days. This is subject to you furnishing all the necessary documents as mentioned in the Application Form or as communicated to you by Lender to its satisfaction, during the loan appraisal process.

Signed By:

Date / Time:

Latitude / Longitude:

KFS

## LOAN SUMMARY

## LOAN AGREEMENT

This PERSONAL LOAN AGREEMENT (“Agreement” or “Loan Agreement”) is made at the place and on the date mentioned herein below, by and between the Borrower and the Lender.

Loan Application No.	
Date	
Loan Id / Serial No.	
Type of Loan	

## Customer/Borrower

I, \_\_\_\_, as described in the Customer Details (hereinafter referred to as the “Borrower/I/he/him/his/her/their/ me/ my”), which expression shall, unless repugnant to the context or meaning thereof, be deemed to include my respective heirs, administrators, executors, and legal representatives), hereby acknowledge and understand the terms and conditions, including all relevant facts such as the Loan Summary and the Key Fact Statement pertaining to Loan ID \_\_\_\_\_ (“Loan” or “Personal Loan”), which may be sanctioned by the Lender listed below in accordance with their internal policies and applicable laws. The Borrower confirms that he/she has applied for the Credit Facility and hereby irrevocably and unconditionally accepts all the terms and facts stated in the Transaction Documents and the Policies of the Lender.

## Lender

**Vaibhav Vyapaar Limited (Formerly known as 'Vaibhav Vyapaar Private Limited')**

1. M/s. Vaibhav Vyapaar Limited, **formerly known as 'Vaibhav Vyapaar Private Limited'**, a company incorporated under the Companies Act, 2013, having its registered office at Arch Square-X2, Unit-1406, 14th Floor, EP-GP Block, Sector V, Bidhannagar, Kolkata, Bidhan Nagar CK Market, North 24 Parganas, Saltlake, West Bengal, India, 700091, and its corporate office at Second Floor, Envision Technology Center, 119, Road No. 3, Phase-1, Vijayanagar, EPIP Zone, Whitefield, Bengaluru, Karnataka – 560066, is registered with the Reserve Bank of India as a Non-Banking Financial Company bearing RBI Registration No. N-05.06869 dated 18-08-2010 and CIN: U51909WB2009PLC133054, with its official website at <https://vaibhav-vyapaar.com> (hereinafter referred to as “VVL” or “LoanFront” or “Lender” or “Lenders” which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assignees). Lender is an NBFC engaged in financing personal loans and providing other financial services.

2. Lender has sourced and conducted the necessary due diligence, credit assessment, and risk profiling of the Borrower. Upon being satisfied with the information provided by the Borrower, Lender has agreed to extend the Loan on the terms and conditions set forth in this Agreement.

## Customer Declarations and Undertakings

### Income Declaration

I represent and warrant that the information and details provided by me below are true, correct, and complete to the best of my knowledge, and that I have not concealed any material information:

- a. I declare that my monthly income is ₹\_\_\_\_\_.
- b. I declare that my household income exceeds ₹3,00,000 (Rupees Three Lakhs) per annum, and that my loan application does not qualify as a microfinance loan under the Reserve Bank of India (RBI) guidelines, which define a household as a family unit comprising a husband, wife, and unmarried children. I confirm that my household income includes the income of my spouse and unmarried children (if married), or my parents and siblings (if unmarried), as applicable.
- c. I confirm that I have a regular and verifiable source of income.
- d. I confirm that I do not belong to any vulnerable section of society as defined under the Karnataka Micro Loan and Small Loan Ordinance, 2025.

### Customer Acknowledgment

1. I acknowledge, understand, and agree that the Lender have adopted risk-based pricing, which is determined by considering broad parameters such as my financial and credit profile. Having fully understood all the terms listed above, I hereby apply for the said Loan.
2. I further acknowledge, understand, and agree that all implicit and explicit, contingent and non-contingent costs related to the Loan, payable by me as the Borrower, have been specified in the aforesaid Key Fact Statement ("KFS"). I confirm that the Lender have not, and will not charge any fee or impose any charge not disclosed in the KFS at any stage during the Loan tenure. I accept and understand that submission of the Loan Application does not, in any manner, place an obligation on the Lender to approve or sanction the Loan.
3. I, being a major aged 18 years or above, being of sound mind, and legally competent to contract under applicable laws, hereby voluntarily submit, at my own discretion, a physical copy of my Aadhaar letter (with the Aadhaar number redacted or blacked out), or a downloaded Aadhaar (e-Aadhaar), or the Aadhaar-secure QR code or electronic Aadhaar XML document issued by the Unique Identification Authority of India (UIDAI) to the Lender for the limited purpose of establishing proof of identity and/or address. I hereby consent to the Lender conducting offline verification of my Aadhaar, without biometric authentication, to establish its genuineness through any mode of offline verification permitted by UIDAI or under any applicable statute, act, or law, from time to time.
4. The consent and purpose of collecting my Aadhaar have been clearly explained to me. The Lender have also informed me that any demographic or other information submitted for the purpose of offline verification will not be used for any other purpose, except as required by law or for verification purposes only.
5. I further confirm that the Lender have informed me of the following:
  - i. The nature of information that will be shared upon submission of my Aadhaar;
  - ii. The uses to which such information may be put during offline verification;
  - iii. That my Aadhaar number or biometric information will not be collected, used, or stored by the Lender;
  - iv. That I have redacted or blacked out my Aadhaar number using appropriate means;
  - v. That this consent will be securely stored with the Lender.
6. I also acknowledge that I have been adequately informed about the availability of alternative documents that can be submitted to establish proof of identity and address.
7. I hereby declare that all information voluntarily furnished by me is true, correct, and complete in all respects. I agree not to hold the Lender, or any of their directors, officers, employees, agents, or service providers responsible and shall keep each of them indemnified against any loss, cost, expense, or liability incurred due to any incorrect or misleading information provided by me to the Lender and/or their service providers.

### Self – Declaration

1. I agree to be bound by the Standard Terms of the Loan, the Most Important Terms and Conditions ("MITC"), and any other connected documents shared by the Lender in relation to this Loan. I represent that: (i) I, and if applicable, the directors/partners of the Borrower, have not been declared insolvent; and (ii) no insolvency or bankruptcy proceedings have been initiated against us. I further declare that the information furnished in this application is true and correct. I have no objection to the and/or its group companies and/or agents providing me with information on various products, offers, and

- services through any mode of communication (including telephone calls, SMSs, emails, letters, etc.) and I expressly authorize them to do so.
2. I confirm that the provisions of the National Do Not Call Registry as laid down by the Telecom Regulatory Authority of India (TRAI) will not apply to such communications received from the Lender or its group companies or its authorised agents. I/we authorize Lender to send communications regarding products and services through any medium, and such communication shall not be deemed unsolicited under TRAI regulations.
  3. I consent to receiving notifications and updates via WhatsApp/SMS.
  4. I agree and accept that the Lender may, at their sole discretion, either directly or through their authorized representatives, advocates, agencies, bureaus, etc., verify the information provided by me, check credit references, employment details, and obtain credit reports to determine my creditworthiness, as may be required from time to time.
  5. I acknowledge and give consent for the Lender to obtain my KYC and credit-related information/documents from third parties including UIDAI, Credit Information Bureau (India) Limited (CIBIL), Reserve Bank of India (RBI), and/or any other statutory authority or government agency. I consent to such verification for the purpose of determining my identity and/or creditworthiness.
  6. I further consent to UIDAI, RBI, and/or any other authorized third parties sharing my information with the Lender for verification purposes.
  7. I confirm that I have no objection to the Lender and/or its subsidiaries or authorised agents sharing or exchanging my information with affiliates, regulatory bodies, credit bureaus, government agencies, or such other authorities as required.
  8. I confirm that I can read and understand the terms and conditions in the English language, and I agree to receive all related documents/correspondence in English.
  9. I declare that my acceptance of these disbursement terms does not and will not result in a violation of any applicable laws or regulations issued by statutory authorities.
  10. I represent that all information and documents submitted by me are true, correct, and complete. I undertake to inform the Lender of any changes immediately and understand that misrepresentation may result in legal liability.
  11. I have read and understood the applicable fees and charges associated with the Loan and prescribed in the KFS.
  12. I hereby give explicit consent to the Lender to share information related to my Loan with the Lending Service Provider/Digital Lending Application as may be required for processing or servicing the Loan and related products/services.
  13. I understand that the Lender may offer an increase in my credit limit only based on my request, and I will be given an option to accept or reject the same. The change will be based on the Lender's internal credit policies.
  14. I acknowledge that the issuance of the KFS or sanction letter does not obligate the Lender to disburse the Loan.
  15. I accept that either or both Lender may verify my details at their sole discretion through authorized representatives.
  16. I understand that the Lender has performed a credit check on my behalf for issuing the sanction letter using credit information from authorized agencies.
  17. I declare that I have not taken any undisclosed loan from any other bank or financial institution.
  18. I confirm that the Loan amount will be used solely for the specified purpose and not for speculative, illegal, or antisocial purposes.
  19. I fully understand and accept the charges, including applicable taxes, as mentioned above and in the KFS.
  20. I confirm that I contacted the Lender voluntarily for the Loan and was not influenced or induced by any representative.
  21. I confirm that I am not unemployed, a student, politician, or a Politically Exposed Person (PEP – defined per applicable RBI KYC guidelines).
  22. I consent that the reference contacts provided by me in the Loan Application may be contacted for verification or collection purposes in case of default.
  23. I understand that any moratorium or deferment of EMI shall be at the sole discretion of the Lender and I shall not raise any objection to the same.
  24. I agree to bear all costs, charges, and penalties arising out of non-payment or deficient stamp duty or any legal costs incurred.
  25. I confirm that I am not related, directly or indirectly, to any of the directors of the Lender as per the Companies Act, 2013 .
  26. I give explicit consent to the Lending Service Provider to obtain my Credit Information Report (CIR) from the Credit Information Companies, and I authorize deduction of charges for the same from the Loan amount, if applicable.
  27. I/we hereby apply for the Loan facility through LoanFront, as stated in this Agreement/Application Form.
  28. I/we confirm that no cash or bearer instrument has been received or given by me/us to any person in relation to this loan.
  29. I/we authorize the Lender to share loan-related information with their group companies or any third party, in accordance with their privacy policies.
  30. I/we authorize the Lender to decrease the credit limit assigned to me/us from time to time.

31. I/we understand that Lender have absolute discretion to reject my Loan application and are not liable to provide any reasons for rejection.
32. I understand that the Loan disbursement process may take up to 7 working days after submission of all requisite documents.
33. I declare that there is no legal or judicial restriction against me or my assets filed/reported by any other Lender.
34. I acknowledge that in case of default, Lender may demand immediate repayment of the full outstanding amount.
35. I confirm that the Loan was applied for based on my own need, and not due to any influence or inducement.
36. I consent to granting Lender and their service providers the required access to my electronic device for onboarding purposes for fraud check and the underwriting purpose.
37. I confirm that I have received, read, and understood a copy of the KFS, MITC, and Loan terms and conditions and agree to be bound by them. I understand that a Lender may execute necessary documents on behalf of the other Lender and shall not be liable for services of any third-party provider that I may engage separately.

#### Vernacular Declaration

Language	Declaration
English	I, the undersigned borrower, hereby confirm and declare that I have read and understood the contents of the Transaction Documents, including this Loan Agreement. All terms and conditions mentioned in the Transaction Documents have been explained to me in a language I understand, and I acknowledge and agree to them. I confirm that I have read and understood the clauses of the loan agreement in English. Additionally, I acknowledge that I have received a copy of the Transaction Documents.
Hindi	मैं, अधोहस्ताक्षरी उधारकर्ता, पुष्टि करता हूँ और घोषणा करता हूँ कि मैंने लेन-देन दस्तावेजों, जिसमें यह ऋण अनुबंध भी शामिल है, की सामग्री को पढ़ और समझ लिया है। लेन-देन दस्तावेजों में उल्लिखित सभी नियम और शर्तें मुझे ऐसी भाषा में समझाई गई हैं जिसे मैं समझता हूँ, और मैं उन्हें स्वीकार करता हूँ। मैं पुष्टि करता हूँ कि मैंने ऋण अनुबंध की शर्तों को हिंदी में प्रदान किए गए लिंक के माध्यम से पढ़ और समझ लिया है: <a href="https://www.loanfront.in/assets/PDF/Hindi_Loanfront_Agreement.pdf">https://www.loanfront.in/assets/PDF/Hindi_Loanfront_Agreement.pdf</a> । इसके अतिरिक्त, मैं यह भी स्वीकार करता हूँ कि मैंने लेन-देन दस्तावेजों की एक प्रति प्राप्त कर ली है।
Marathi	मी, खाली स्वाक्षरी केलेला कर्जदार, याद्वारे पुष्टी करतो आणि घोषित करतो की मी या कर्ज करारासह व्यवहार कागदपत्रांमधील मजकूर वाचला आणि समजून घेतला आहे. व्यवहार दस्तऐवजांमध्ये नमूद केलेल्या सर्व अटी आणि शर्ती मला समजणाऱ्या भाषेत समजावून सांगितल्या आहेत आणि मी त्या मान्य करतो आणि मान्य करतो. मी पुष्टी करतो की मी दिलेल्या लिंकद्वारे मराठी मधील कर्ज कराराची कलमे वाचली आणि समजली आहे: <a href="https://www.loanfront.in/assets/PDF/Marathi_Loanfront_Agreement.pdf">https://www.loanfront.in/assets/PDF/Marathi_Loanfront_Agreement.pdf</a> . याव्यतिरिक्त, मी कबूल करतो की मला व्यवहार दस्तऐवजांची प्रत मिळाली आहे.
Gujarati	નીચે સહી કરેલ ઉધાર લેનાર, આથી પુષ્ટિ કરું છું અને જાહેર કરું છું કે મેં આ લોન કરાર સહિત વ્યવહાર દસ્તાવેજોની સામગ્રી વાંચી અને સમજી લીધી છે. વ્યવહાર દસ્તાવેજોમાં ઉલ્લેખિત તમામ નિયમો અને શરતો મને સમજાતી ભાષામાં સમજાવવામાં આવી છે, અને હું તેમને સ્વીકારું છું અને સંમત છું. હું પુષ્ટિ કરું છું કે મેં આપેલ લિંક દ્વારા ગુજરાતી માં લોન કરારની કલમો વાંચી અને સમજી લીધી છે: <a href="https://www.loanfront.in/assets/PDF/Gujarati_Loanfront_Agreement.pdf">https://www.loanfront.in/assets/PDF/Gujarati_Loanfront_Agreement.pdf</a> . વધુમાં, હું સ્વીકારું છું કે મને વ્યવહાર દસ્તાવેજોની નકલ મળી છે.
Kannada	ನಾನು, ಸಹಿ ಮಾಡಿರುವ ಸಾಲಗಾರ, ವಹಿವಾಟು ಸಂಬಂಧಿತ ದಾಖಲೆಗಳ ವಿಷಯವನ್ನು, ಇದರಲ್ಲಿ ಈ ಸಾಲ ಒಪ್ಪಂದವೂ ಸೇರಿದೆ, ಓದಿದ್ದೇನೆ ಮತ್ತು ಅರ್ಥಮಾಡಿಕೊಂಡಿದ್ದೇನೆ ಎಂದು ಖಚಿತಪಡಿಸುತ್ತೇನೆ ಮತ್ತು ಘೋಷಿಸುತ್ತೇನೆ. ವಹಿವಾಟು ಸಂಬಂಧಿತ ದಾಖಲೆಗಳಲ್ಲಿ ಉಲ್ಲೇಖಿಸಲಾದ ಎಲ್ಲಾ ನಿಯಮಗಳು ಮತ್ತು ಷರತ್ತುಗಳು ನನಗೆ ಅರ್ಥವಾಗುವ ಭಾಷೆಯಲ್ಲಿ ವಿವರಿಸಲ್ಪಟ್ಟಿವೆ, ಮತ್ತು ನಾನು ಅವುಗಳನ್ನು ಒಪ್ಪಿಕೊಳ್ಳುತ್ತೇನೆ ಮತ್ತು ಸಮರ್ಥಿಸುತ್ತೇನೆ. ನಾನು <a href="https://www.loanfront.in/assets/PDF/Kannada_Loan_Agreement.pdf">https://www.loanfront.in/assets/PDF/Kannada_Loan_Agreement.pdf</a> ಲಿಂಕ್ ಮೂಲಕ ಕನ್ನಡ ಭಾಷೆಯಲ್ಲಿ ಸಾಲ ಒಪ್ಪಂದದ ಶರತ್ತುಗಳನ್ನು ಓದಿದ್ದೇನೆ ಮತ್ತು ಅರ್ಥಮಾಡಿಕೊಂಡಿದ್ದೇನೆ ಎಂದು ಖಚಿತಪಡಿಸುತ್ತೇನೆ. ಹಾಗೆಯೇ, ನಾನು ವಹಿವಾಟು ಸಂಬಂಧಿತ ದಾಖಲೆಗಳ ಒಂದು ಪ್ರತಿ ಸ್ವೀಕರಿಸಿದ್ದೇನೆ ಎಂದು ಅಂಗೀಕರಿಸುತ್ತೇನೆ.
Malayalam	ഞാൻ, താഴെ ഒപ്പുവെച്ച വായ്പാപ്രതിയായ ഞാൻ, ഈ വായ്പാ കരാറടക്കം ഇടപാട് സംബന്ധമായ പ്രമാണങ്ങളുടെ ഉള്ളടക്കം ഞാൻ വായിച്ചു മനസ്സിലാക്കിയതായി സ്ഥിരീകരിക്കുന്നു കൂടാതെ പ്രഖ്യാപിക്കുന്നു. ഇടപാട് പ്രമാണങ്ങളിൽ ഉദ്ദേശിച്ചിരിക്കുന്ന എല്ലാ നിബന്ധനകളും വ്യവസ്ഥകളും എനിക്ക് മനസ്സിലാക്കാവുന്ന ഒരു ഭാഷയിൽ എനിക്ക് വിശദീകരിച്ചിരിക്കുന്നു, കൂടാതെ ഞാൻ അവയെ അംഗീകരിക്കുകയും സമ്മതിക്കുകയും ചെയ്യുന്നു. ഞാൻ <a href="https://www.loanfront.in/assets/PDF/Malayalam_Loanfront_Agreement.pdf">https://www.loanfront.in/assets/PDF/Malayalam_Loanfront_Agreement.pdf</a> ലിങ്ക് വഴി മലയാളം ഭാഷയിൽ വായ്പാ കരാറിലെ വ്യവസ്ഥകൾ വായിച്ച് മനസ്സിലാക്കിയതായി



## GENERAL COVENANTS

I/We unconditionally and irrevocably agree and acknowledge that:

1. The Key Fact Statement (KFS), the Most Important Terms & Conditions (MITC), and all other terms and conditions applicable to the Loan shall be as specified in the Transaction Documents.
2. The fees and charges may be modified by the Lender if prescribed by any regulatory authority, and with prior notice or intimation through any of the communication methods mentioned in the Transaction Documents.
3. The Lender, at their sole discretion, shall be entitled to revoke this sanction upon the occurrence of any of the following events:
  - Any material change in the purpose for which the Loan has been sanctioned.
  - Concealment or misrepresentation of any material fact by or on behalf of the Borrower, or if such fact becomes subsequently known.
  - Any statement, declaration, undertaking, or disclosure made by or on behalf of the Borrower in the Transaction Documents or otherwise is found to be incorrect, inaccurate, incomplete, or misleading.
  - Any default or breach of the terms and conditions of this sanction letter and/or any of the Transaction Documents.
  - Initiation or admission of bankruptcy or insolvency proceedings against the Borrower.
  - Failure by the Borrower to execute relevant documents as per the formats and policies of both Lender.
  - If the Borrower acts fraudulently, dishonestly, is convicted of a crime, or if any legal or criminal proceedings are initiated against the Borrower.
4. The Borrower acknowledges that this Loan is not eligible for any type of moratorium, deferment, or restructuring.
5. The Borrower confirms that he/she can read and understand the terms in English and agrees to receive all documents and correspondence in the English language.
6. The sanction of the aforementioned Loan and all terms and conditions mentioned herein are subject to the execution of the Transaction Documents, whether in physical or digital form, as prescribed by the Lender. This sanction letter is only a summary of the basic terms and does not constitute the complete agreement between the Borrower and the Lender.
7. The Borrower confirms being aware that the KFS, Sanction Letter, Transaction Documents, and other related documents, whether already executed or to be executed, supersede all prior negotiations and communications, except where expressly specified. In case of any conflict, the Transaction Documents shall prevail over this sanction letter.
8. The Transaction Documents may include additional terms and conditions not stated in this sanction letter and must be read in conjunction with it.
9. Notwithstanding the issuance and acceptance of this sanction letter, the Lender reserve the absolute right to withhold part or full disbursement of the Loan and to revoke or rescind this sanction letter unilaterally, without assigning any reason.
10. Disclosure: As a condition precedent to sanctioning the Loan, the Borrower consents to the disclosure and sharing of all relevant information and data by the Lender to:
  - The Reserve Bank of India (RBI)
  - Credit Information Companies (CICs)
  - Any agency authorized by the RBI or CICs
  - The Lender's professional advisers, consultants, affiliates, subsidiaries, agents, and service providersIn case of default, the Borrower understands and accepts that the Lender and/or RBI/CIC may publish the Borrower's name as a defaulter through any medium deemed appropriate. The Borrower is also deemed to have given explicit consent to such disclosures and shall execute any additional documents required for this purpose.
11. Asset Classification in Case of Default: In accordance with the RBI's Master Circular titled "*Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances*" (DOR.No.STR.REC.55/21.04.048/2021-22 dated October 1, 2021), the Loan account shall be classified as follows:
  - SMA-0: If EMI is not paid on the due date
  - SMA-1: If overdue for more than 30 days
  - SMA-2: If overdue for more than 60 days
  - NPA: If overdue for more than 90 daysReclassification to "standard" will only occur after full repayment of all overdue principal, interest, and penalties.
12. The Co-Lender(s) reserve the right to report the asset/account classification to Credit Information Companies.
13. All official correspondence shall be sent to the Borrower's permanent address, registered email ID, or registered mobile number as provided at the time of Loan application, unless an alternate is later communicated. The Borrower shall update the Lender of any changes to contact information or employment details within 7 (seven) days. In case the Borrower is unreachable, communications will be made to the last known contact information.

14. Confidentiality: The Borrower shall treat the contents of this Sanction Letter as confidential, and may only share it with legal advisors for the purposes of the Loan. Any other disclosure requires prior written consent from the Lender.
15. Representations and Warranties: The Borrower shall provide standard representations and warranties customary for transactions of this nature, including:
  - Maintenance of legal existence
  - Compliance with applicable laws and regulations
  - Absence of material litigation or default
  - Timely payment of taxes
  - Maintenance and insurance of relevant assets

#### COLLECTION / RECOVERY TERMS

The Borrower acknowledges and agrees to the following collection policies adopted by the Lender:

1. If any EMI repayment is delayed by more than 30 days from the scheduled due date, the loan shall be classified as “in Default.”
2. Upon non-receipt of the EMI on or after the due date, the Lender's collection agents shall initiate reminder communications via telephone to the Borrower.
3. If the Borrower remains unresponsive to telephone or email communications from the collection team for a period exceeding 15 days, the Lender reserve the right to contact the reference numbers provided in the Loan Application for follow-up.
4. In the event of a continuous overdue status of 45 days or more, the concerned NBFC (Lender) reserves the right to issue a legal notice to the Borrower, which may include a demand for immediate repayment of the entire outstanding Loan amount (loan recall).

The Lender may adopt one or more of the following collection and recovery practices, depending on the circumstances and in accordance with applicable laws:

1. In-house or Outsourced Recovery: Recovery may be undertaken either by the Lender directly or through duly authorized third-party service providers.
2. Digital Recovery: Digital means such as emails, app notifications, SMS, and automated calls may be used to remind or request repayment.
3. Reminder Communication: Periodic reminder communications shall be made via available channels.
4. Field Collection (if required): In-person field visits may be conducted for repayment follow-up, where necessary.
5. Legal Recovery Mechanism
  - a. Where recovery through the above methods is unsuccessful, the Lender may initiate the following legal recovery procedures:
  - b. Issuance of Legal Notice: A formal legal notice may be sent to the Borrower, as permitted under applicable laws.
6. Arbitration and Conciliation: Recovery may be pursued through arbitration and conciliation proceedings, in accordance with the terms of the Loan Agreement and the provisions of the Arbitration and Conciliation Act, 1996 (as amended).

#### 7. Service Providers and Agents

The Lender, either on their own or through authorized service providers (including collection agents, representatives, or agencies), may undertake the collection or recovery process. Details of the authorized service providers and their agents can be found on the official website(s) of the respective Lender.

#### GRIEVANCE REDRESSAL MECHANISM

##### **Vaibhav Vyapaar Limited**

Customers with grievances, complaints, or feedback regarding the products and services provided by the Lender are encouraged to reach out through the following channels. Please refer to <https://vaibhav-vyapaar.com/grievance-redressal-policy.html> for the updated Grievance Redressal Policy Information as well as the grievance redressal policy in the local vernacular.

##### a. Channel for First Instance:

Borrowers are kindly requested to address their grievances initially to the customer support team.

Voice Support – 080-48126351

The customer can call us at Customer care at between 09:30 AM to 06:30 PM from Monday to Saturday. Please Provide your User ID or Loan Account Number for speedy resolution.

Email Support – support@loanfront.in

Please write to us from your registered email ID. Please provide your user id and/or loan account number and contact number in the email. The customer will receive a response from the team within 3 business days, but there will be instances where in the team may even take longer to respond/reply.

**b. Level 1 Escalation Channel**

If the customer/borrower is not satisfied with the response received from the Company, or if the response is not provided within 7 business days, customers are kindly requested to address their grievances to the Grievance Redressal Officer.

Name: Mr. Satya Mallidi,

Designation: Grievance Redressal Officer,

Address: Second Floor, Envision Technology Center, 119, Road No. 3, Phase-1, Vijayanagar, EPIP Zone, Whitefield, Bengaluru, Karnataka - 560066.

E-mail id: [satya@vaibhav-vyapaar.com](mailto:satya@vaibhav-vyapaar.com)

Contact No. 6366828598

**c. Level 2 Escalation Channel**

If the customer/borrower is not satisfied with the response received from the Company, or if the response is not provided within 7 business days, customers are kindly requested to address their grievances to the Principal Nodal Officer.

Name: Mr. Ganeshprasad Ravindra Pavaskar,

Designation: Principal Nodal Officer,

Address: Second Floor, Envision Technology Center, 119, Road No. 3, Phase-1, Vijayanagar, EPIP Zone, Whitefield, Bengaluru, Karnataka - 560066.

E-mail id: [nodalofficer@loanfront.in](mailto:nodalofficer@loanfront.in)

Contact No. 9513493927

**d. Level 3 Escalation Channel**

If the customer/borrower is not satisfied with the response received from the Company or if a response is not provided within 30 days, customers may appeal to CMS RBI.

Deputy General Manager,

Department of Non-Banking Supervision,

Reserve Bank of India,

15, Netaji Subhas Road, Kolkata- 700001.

Email to: [cms.odtkolkata@rbi.org.in](mailto:cms.odtkolkata@rbi.org.in)

**Grievance Redressal and Escalation Information Summary**

Escalation	Channel	Voice	Email ID	TAT
-	Customer Support	080-48126351	<a href="mailto:support@loanfront.in">support@loanfront.in</a>	7 Days
1st level	Nodal Grievance Redressal Officer	6366828598	<a href="mailto:grievance@loanfront.in">grievance@loanfront.in</a>	7 Days
2nd Level	Principal Nodal Officer	9513493927	<a href="mailto:nodalofficer@loanfront.in">nodalofficer@loanfront.in</a>	15 Days
3rd level	CMS RBI		<a href="mailto:cms.odtkolkata@rbi.org.in">cms.odtkolkata@rbi.org.in</a>	

**Integrated Ombudsman Scheme**

In order to provide a system for redressal of complaints of the customers the Reserve Bank of India (RBI) has launched an “Integrated Ombudsman Scheme, 2021” (here in after referred to as “the Integrated Scheme”) for resolving customer grievances in relation to services provided by entities regulated by Reserve Bank of India in an expeditious and cost-effective manner. The Scheme adopts ‘One Nation One Ombudsman’ approach by making the RBI Ombudsman mechanism jurisdiction neutral. “Vaibhav Vyapaar Limited” being a Non-Banking Financial Company, has adopted the Integrated Scheme launched by the RBI. The Integrated Scheme provides for powers and functions; procedure for redressal of grievance; jurisdiction of the Ombudsman. In accordance with paragraph 18 of the Scheme, we intend to ensure that our Borrowers are aware of the purpose of the Scheme and the remedies available under it. The Integrated Scheme can be accessed here. Copies of the Scheme are also available with, Mr. Satya Mallidi, the designated Nodal Officer of Vaibhav Vyapaar Limited under the Scheme. While we place immense importance in customer satisfaction, and have established a grievance redressal committee to address the grievances and complaints of our Borrowers, any Borrower not satisfied with our responses may contact the Ombudsman online through

1. The portal (<https://cms.rbi.org.in>)

2. Submit through electronic or physical mode to the Centralized Receipt and Processing Center 4th Floor, Sector 17, Chandigarh – 160017.
3. Contact Center with a toll-free number – 14448 (9:30am to 5:15pm).

#### MOST IMPORTANT TERMS AND CONDITIONS (MITC)

1. We refer to the application form dated \_\_\_\_ ("Application Form") for grant of the Loan described below.
2. Capitalized terms used but not defined hereunder shall have the meaning ascribed to the term in other Transaction Documents.
3. The Borrower acknowledges and confirms that the information mentioned in Disbursal Request which has been requested by the Borrower through LoanFront using the Borrower's Account are the most important terms and conditions in the application for the Loan.
4. The Borrower acknowledges and confirms that most important terms and conditions shall be read in conjunction with the Loan Summary(s), Key Fact Statement and the Standard Terms.
5. The Borrower understands that the Lender has adopted risk based pricing, which is arrived by taking into account, broad parameters like the Borrower's financial and credit profile. Applicable interest rates are arrived at taking into account the prevailing market rates at the time of sanctioning. Borrower acknowledges and confirms that Lender shall have the discretion to change prospectively the rate of interest and other charges applicable to the Loan without the consent of the Borrower.
6. The Borrower acknowledges and confirms having received a copy of each Transaction Document and agrees that this letter is a part of the Transaction Documents.

#### STANDARD TERMS AND CONDITIONS:

The Borrower may apply for a Loan by submitting a duly completed application Loan Application, and the Lender may, at their sole discretion, agree to grant such loan (hereinafter referred to as the "Loan"), subject to these Standard Terms and Conditions ("Standard Terms"), read together with the Loan Application Form, the MITC, Sanction Letter, and any other document related to the Loan (collectively referred to as the "**Transaction Documents**"). The Borrower expressly understands and agrees that the mere submission or acceptance of the Loan Application Form shall not impose any obligation on the Lender to approve or disburse the Loan.

##### 1. Definitions:

In these Standard Terms, unless the context otherwise requires or unless expressly repugnant to the subject matter, the terms defined below shall have the meanings ascribed to them:

1. "Account" means the bank account or any other relevant account into which the Loan amount is to be disbursed, as specified in the Loan Application Form or the relevant Disbursal Request.
2. "Annual Percentage Rate (APR)" means the all-inclusive cost of the Loan to the Borrower, expressed as an annualized rate. This includes, without limitation, the cost of funds, credit cost, operating cost, processing fees, verification charges, maintenance charges, and any other charges, excluding contingent charges such as penal interest, late payment charges, and similar fees levied due to borrower defaults or delays as specified in the KFS.
3. "Loan Application/ Application Form" means the loan application form submitted by the Borrower to the Lender for applying for and availing the Loan, along with all information, particulars, declarations, clarifications, and documents, if any, furnished by the Borrower or any other person from time to time in connection with the Loan.
4. "Availability Period" means the period of one (1) month from the date of sanction of the Loan (or such extended period as may be approved by the Lender, at its sole discretion).
5. "Business Day" means any day (other than a Saturday or Sunday) on which banks are generally open for business in Bengaluru, India.
6. "Cooling-Off Period" means the period commencing from the date of disbursement of the Loan during which the Borrower may, at their sole discretion, cancel or return the Loan by repaying the full principal amount along with the proportionate APR, without incurring any prepayment or foreclosure charges, as more particularly specified in the KFS.
7. "Disbursal Request" means a request submitted by the Borrower, in such form and manner as may be acceptable to the Lender, seeking disbursement of the Loan or any part thereof.
8. "Due Date" means the date(s) on which any payment or repayment becomes due and payable by the Borrower under the Transaction Documents, as specified by the Lender from time to time.
9. "Facility" means the Loan applied for by the Borrower with the Lender.
10. "Increased Costs" means:
  - a) any reduction in the rate of return from the Loan(s) or on the Lender's overall capital (including, without limitation, any reduction resulting from a requirement to allocate additional capital);
  - b) any additional or increased costs (including provisioning) required under, or arising from, regulations issued by the Reserve Bank of India or any other regulatory authority from time to time;
  - c) any reduction in any amounts due or receivable under the Transaction Documents.
11. "Instalment" means the amount of monthly payment(s), as specified in the Transaction Documents, required to amortize the Loan along with applicable interest over the agreed tenure of the Loan.
12. "Interest" means the interest payable by the Borrower to the Lender on the Outstanding Balance, in accordance with the Disbursement Terms and the applicable Transaction Documents.

13. "Loan" means the loan amount applied for by the Borrower and sanctioned by the Lender, as per the terms of the Transaction Documents.
14. "Loan Summary" means the loan amount applied for by the Borrower and duly sanctioned by the Lender, as per the terms specified in the Disbursement Terms.
15. "MITCs" means the Most Important Terms and Conditions of the Disbursement Terms, annexed as Annexure A to this Disbursement Terms.
16. "Non-Performing Assets (NPA)" means, in the case of term loans, an account shall be classified as a non-performing asset if the interest due and applied at the specified rests remains overdue for a period exceeding 90 (ninety) days.
17. "Prepayment Charges" means the amount payable by the Borrower in the event of prepayment or part prepayment of the Loan, calculated as the difference between the New Outstanding Balance and the Existing Outstanding Balance, unless otherwise specified in the Disbursement Terms.
18. "New Outstanding Balance" means the Outstanding Balance remaining due under the Loan after the prepayment (in whole or in part) of any instalment(s) by the Borrower.
19. "Existing Outstanding Balance" means the Outstanding Balance that was due and payable under the Loan prior to the prepayment of the relevant instalment, as reflected in the repayment schedule provided by the Lender.
20. "Outstanding Balance" means the aggregate of all amounts payable by the Borrower to the Lender under the Loan, including the principal, interest, compound interest, default charges/additional interest, fees, costs, expenses, and any other charges or dues, whether or not such amounts are due at any given time.
21. "Repayment" means the repayment of the principal amount of the Loan, along with applicable interest, by way of Instalments or otherwise, including any default charges, additional interest, fees, or other amounts payable by the Borrower to the Lender in accordance with the Transaction Documents.
22. "Repayment Schedule" means the schedule detailing the repayment of the Loan, including the due dates, frequency of payments, bifurcation of principal and interest, and any other fees, charges, or dues payable to the Lender, as specified under the Transaction Documents.
23. "Sanctioning Authority" means any agency or person duly appointed, empowered, or authorized to enact, administer, implement, and/or enforce sanctions, including, without limitation, the United Nations Security Council.
24. "Special Mention Account (SMA)" means an account that exhibits signs of incipient stress, resulting in the Borrower defaulting in the timely servicing of their debt obligations, although the account has not yet been classified as a Non-Performing Asset (NPA).
25. "Tenure" means the duration or term of the Loan, as specified in the Transaction Documents.
26. "Transaction Documents" shall include the sanction letter issued to the Borrower in relation to the Loan, including but not limited to the Loan Summary, Disbursement Terms, Standard Terms, and any other document as may be designated by the Lender as a Transaction Document.
27. "Tax" means any tax, including Goods and Services Tax (GST), levy, impost, duty, charge, or withholding of a similar nature (including any penalty or interest payable in connection with any failure or delay in making such payment). Capitalized terms not defined herein shall have the meanings ascribed to them under the Application Form or Disbursal Request.

## 2. Interpretation

All capitalized terms used in these Standard Terms but not defined herein shall have the meaning ascribed to such terms in the Loan Summary or in any other Transaction Document, as the context may require.

## 3. Disbursement of Loan

3.1 During the Availability Period, the Lender shall disburse the Loan to the Borrower in one or more Instalments, based on the Borrower's requirements and subject to the terms of the Transaction Documents.

3.2 The Loan shall be disbursed upon the request of the Borrower, provided that:

- (a) no Event of Default has occurred;
- (b) there is no Material Adverse Effect impacting the Lender; and
- (c) the Borrower has accepted and agreed to all terms of the Transaction Documents.

3.3 The Borrower may exercise an exit option during the Cooling-Off Period by repaying the principal amount and the proportionate Annual Percentage Rate (APR) without any prepayment penalty. To avail this option, the Borrower must:

- (a) submit a copy of the bank account statement showing the disbursed loan credit; and
- (b) provide an undertaking confirming that the loan amount has not been utilized during the Cooling-Off Period.

3.4 Once the sanction letter is issued, the Borrower's request for the Loan shall be irrevocable, unless rejected by the Lender.

3.5 Upon fulfilment of all conditions precedent, the Lender shall disburse the Loan into the designated Account. The Borrower agrees that the Loan shall be used strictly for the stated purpose and in accordance with the Transaction Documents. Any such disbursement (whether to the Borrower or a third party) shall be deemed a co-originated Loan granted by both Lender.

## 4. Interest on Loan

4.1 The Loan shall carry Interest at the rate specified in the Loan Summary and/or other applicable Transaction Documents.

4.2 In the event of a default by the Borrower, the Borrower shall be liable to pay the Lender, on demand:

- (a) the overdue amount,
- (b) the applicable default fee
- (c) any other charges, and
- (d) GST, if applicable as detailed in the Loan Summary and/or other Transaction Documents.

Such liability shall accrue from (and including) the original Due Date of payment until (but excluding) the date on which actual payment is made.

4.3 The Borrower acknowledges and agrees that:

- (a) the Interest rates stipulated under the Transaction Documents are reasonable and represent a genuine pre-estimate of losses likely to be incurred by the Lender in case of delayed or non-payment; and
- (b) the applicable Interest rate may be revised prospectively by the Lender, subject to prevailing monetary policy changes by the RBI or other relevant factors impacting lending rates.

## 5. Repayment and Prepayment of Loan

5.1 The Borrower shall repay the Loan in accordance with the Repayment Schedule as set forth in the Transaction Documents.

5.2 If any Due Date falls on a day that is not a Business Day, the Borrower shall make the payment on the immediately preceding Business Day.

5.3 All payments by the Borrower shall be made in freely transferable funds, without any deduction, set-off, or counterclaim. The Borrower shall not deduct or withhold any tax at source from any amount payable to the Lender, unless required under applicable law and with prior written notice to the Lender.

5.4 The Lender reserves the right, at its sole discretion, to cancel any undisbursed portion of the Loan and/or recall any disbursed portion of the Loan, in full or in part, upon the occurrence of an Event of Default. Upon such recall, the Borrower shall be liable to repay the Loan and all other amounts stipulated by the Lender immediately and without further demand.

5.5 The Borrower shall repay the principal amount of the Loan in such proportions and periodicity as specified in the Repayment Schedule or as otherwise communicated by the Lender from time to time.

5.6 In the event of failure to pay any amount due on its respective Due Date, the Borrower shall be liable to pay any applicable default charges on the overdue amount, from the Due Date until the actual date of payment as defined in the KFS.

5.7 In case of prepayment of the Loan (whether full or part), the Borrower shall be liable to pay prepayment charges as specified in the Loan Summary and shall be bound by any additional terms and conditions applicable to such prepayment as outlined in the Transaction Documents.

## 6. Representations and Warranties

6.1 The Borrower hereby represents and warrants to the Lender that:

(a) The Borrower is in full compliance with all applicable laws and regulations and has the legal capacity and competence to enter into the Transaction Documents. The Borrower has obtained all necessary consents, authorizations, approvals, and licenses required for the execution, delivery, and performance of the obligations under the Transaction Documents, and such consents are valid and in full force and effect.

(b) The Transaction Documents, when executed, shall constitute legal, valid, and binding obligations of the Borrower, enforceable in accordance with their respective terms under applicable law.

(c) The execution, delivery, and performance by the Borrower of the Transaction Documents and the transactions contemplated therein do not and shall not:

- (i) contravene any applicable law, regulation, or governmental or judicial order;
- (ii) conflict with or result in a breach of any agreement, contract, or other document binding upon the Borrower or any of his/her assets.

(d) Except as already disclosed in writing to the Lender, there is no litigation, arbitration, investigation, administrative, or other legal proceeding pending or threatened against the Borrower or any of his/her assets, which, if adversely decided, would or might reasonably be expected to result in a material adverse effect on the Borrower's obligations or financial condition. Furthermore, the Borrower has not taken any steps nor has any legal proceeding been initiated for insolvency, bankruptcy, or liquidation.

(e) All information, declarations, clarifications, and documents provided by or on behalf of the Borrower to the Lender or through the Lending Service Provider, at any time, are true, correct, complete, and not misleading in any respect as of the date on which such information was provided. The Borrower further undertakes that no event or change has occurred since the date of such communication that would render the information untrue or misleading.

6.2 Each of the representations and warranties provided under this Clause shall be deemed to be repeated and reaffirmed by the Borrower on each day during the Tenure of the Loan, until all obligations under the Transaction Documents have been fully satisfied and discharged.

## 7. Covenants

The Borrower hereby covenants and undertakes to the Lender as follows:

7.1 The Borrower shall at all times comply with all applicable laws, regulations, and the provisions set forth in the Transaction Documents.

7.2 The Borrower shall promptly, but in any case no later than 2 (two) Business Days, provide any information and/or documents as may be requested by the Lender or any third party nominated by the Lender. The Borrower further undertakes to ensure that all such information and documents shall remain true, correct, and complete throughout the Tenure of the Loan.

7.3 The Borrower shall make timely payment of the Loan and the Outstanding Balance as specified in the Loan Summary. Additionally, the Borrower shall, within 3 (three) Business Days from the date of demand, reimburse the Lender for any Increased Costs reasonably incurred by the Lender. The Borrower shall provide all required payment mandates (including but not limited to ECS or NACH) as may be demanded by the Lender or any of its nominated third parties.

7.4 The Borrower shall ensure that the obligations under the Transaction Documents rank pari passu with all other present and future unsecured obligations of the Borrower towards other banks, NBFCs, and financial institutions.

7.5 Any payments made by the Borrower shall be appropriated by the Lender in the following order:

1. First, towards all applicable costs, charges, and expenses as per the Transaction Documents;
2. Second, towards default interest or late payment charges;
3. Third, towards regular interest payable under the Loan;
4. Lastly, towards repayment of the principal amount.

7.6 The Borrower acknowledges the inherent risks of receiving and transmitting instructions and communications through electronic means (including email, SMS, websites, mobile apps, etc.). The Borrower accepts sole responsibility for any errors, fraud, or losses arising from such communications and consents to the use of such modes for communications with the Lender.

7.7 The Borrower shall promptly notify the Lender in writing upon the occurrence of:

- any breach of the Transaction Documents, including but not limited to representations, warranties, or covenants; or
- any Event of Default.

Upon notification, the Lender may, at its sole discretion, require the Borrower to implement corrective measures within such timeline and in such manner as it deems fit.

7.8 The Borrower shall provide, within 5 (five) days of such request, any additional documents or information that may be required by the Lender.

7.9 The Borrower shall bear and pay all interest tax, service tax, stamp duties, registration fees, filing charges, levies, and any other costs or expenses (including professional fees incurred by the Lender) in connection with:

- (a) the application and grant of the Loan;
- (b) the preparation, execution, and performance of the Transaction Documents;
- (c) any enforcement or recovery proceedings initiated by the Lender; and
- (d) the creation, maintenance, and enforcement of any security (if applicable).

7.10 The Borrower reaffirms that all information provided to the Lender shall remain accurate, valid, and up to date during the entire Tenure of the Loan.

7.11 The Borrower irrevocably and unconditionally agrees to indemnify and hold harmless the Lender from and against any misuse of funds or services availed from the Lender. The funds shall be strictly utilized only for the Purpose as specified in the Loan Summary.

7.12 The Borrower shall not:

- 7.12.1 directly or indirectly:
  - (a) use the Loan to transact with or for the benefit of any person or country subject to sanctions by a Sanctioning Authority;
  - (b) participate in or finance any activity included in any exclusion list provided or referred by the Lender;
- 7.12.2 offer or provide any payment, gift, or advantage that may influence or reward any person in breach of legal, ethical, or professional expectations of impartiality, good faith, or trust.
- 7.12.3 utilize the Loan for:
  - investment in real estate;
  - trading in the capital market or equity market;
  - repayment of any personal loan, home loan, or rupee loan;
  - working capital purposes or general corporate expenses.

## 8. Events of Default

The occurrence of any one or more of the following events shall constitute an Event of Default under the Transaction Documents, whether individually or collectively, and regardless of whether such event is voluntary or involuntary or occurs by operation of law or otherwise:

a. The Borrower fails to pay any amount (whether principal, interest, charges, fees or any other dues) in full on or before the respective Due Date as specified under the Transaction Documents.

b. Any representation, warranty, declaration, confirmation or statement made or deemed to have been made by the Borrower under or in connection with any of the Transaction Documents is found to be untrue, incorrect, incomplete, or misleading in any material respect at the time it was made or deemed to be made.

- c. The Borrower is declared to be of unsound mind, legally incapacitated, or otherwise becomes incompetent to discharge his/her obligations under the Transaction Documents.
- d. The Borrower is unable or admits in writing his/her inability to pay any of his/her debts or other indebtedness as they become due and payable, or takes any action for the suspension of payment or for a moratorium on any debt repayment.
- e. The Borrower is convicted by any court of law, tribunal, regulatory, supervisory or governmental authority for any criminal offence, including an offence involving moral turpitude.

## 9. Consequences of Event of Default

Upon the occurrence of any Event of Default, the Lender shall, without prejudice to any other rights and remedies available under the Transaction Documents, any applicable law, or any security document, be entitled to exercise one or more of the following rights:

- a. Cancel, with immediate effect, any undisbursed portion of the Loan that remains available under the sanction.
- b. Declare the entire Loan amount, including all outstanding principal, accrued interest, fees, penalties, costs, and other charges payable under the Transaction Documents, to be immediately due and payable, regardless of the original Repayment Schedule.
- c. Accelerate the repayment obligations of the Borrower and require payment of the full outstanding dues immediately.
- d. Exercise any other rights or remedies available to the Lender under the Transaction Documents or under applicable laws, including but not limited to initiating legal proceedings, enforcement actions, or recovery proceedings.

## 10. Confidentiality

10.1 The Borrower agrees to maintain strict confidentiality of all terms and conditions contained in the Transaction Documents, including the Disbursement Terms and any related correspondence with the Lender.

10.2 The Borrower shall not disclose any such information to any third party without obtaining the prior written consent of the Lender, except in the following circumstances:

- a. Where such disclosure is required under applicable law or regulation, or by an order of any court, tribunal, or regulatory authority.
- b. To the Borrower's legal, tax, or financial advisors, subject to the condition that such recipients are bound by professional confidentiality obligations.

10.3 The Lender shall be entitled to disclose Borrower information (including personal data) in the following cases:

- a. To any government or regulatory authority (including but not limited to the Reserve Bank of India) and credit information bureaus, as required under applicable law.
- b. To the Lender's professional advisers, consultants, affiliates, subsidiaries, or group companies.
- c. To outsourced service providers and third-party vendors, strictly for the purpose of servicing the Loan, collections, or enforcement of the Lender's rights under the Transaction Documents.

10.4 All such disclosures by the Lender shall be made in accordance with applicable laws, including but not limited to RBI guidelines and any data privacy laws in force at the relevant time.

## 11. Miscellaneous:

### 11.1. Online Transactions:

11.1.1. For ease of operation of the Borrower, the Borrower shall have the option of applying for further facilities provided by the Lender using online secure Lending Service Providers as may be specified by the Lender (hereinafter referred to as "Online Loan"). The Online Loan shall be extended to the Borrower at the sole discretion of the Lender, subject to the Borrower complying with the Lender's credit parameters and submitting all documents/information as may be required by the Lender in such form as may be specified by the Lender from time to time.

11.1.2. It shall be the sole responsibility of the Borrower to ensure that the Access Code in relation to any account of the Borrower opened, whether with the Lender, Lending Service Provider, or the Portal, is not compromised or shared with any other individual/third party.

11.1.3. The Borrower expressly agrees and acknowledges to have read and understood the terms applicable for usage of the Online Loan and shall be bound by such terms and conditions (as amended by the Lender from time to time) at all times during the tenure of such Online Loan.

11.1.4. The Lender shall have no obligation to verify the authenticity of any transaction/instruction received or purported to have been received from the Borrower through the Online Loan or purporting to have been sent by the Borrower, other than by means of verification of the Access Codes.

11.1.5. All records of the Lender with respect to the online request for Loan arising out of the use of the Online Loan shall be conclusive proof of the genuineness and accuracy of the transaction. While the Lender shall endeavour to carry out the instructions promptly, it shall not be responsible for any delay in carrying out the instructions due to any reason whatsoever, including failure of operational systems or any requirement of law.

11.1.6. The Borrower can check the availability of a pre-approved offer that may be made by the Lender through Online Loan. Any pre-approved offer by the Lender does not constitute a grant of Loan(s) to the Borrower and shall be subject to the terms as may be specified by the Lender from time to time.

11.1.7. The Borrower acknowledges and accepts that the Lender may permit any person quoting the correct Access Codes

and other details to conduct operations permitted under the Online Loan.

## 11.2. Notices

11.2.1. Any notice or request to be given or made by a party to the other shall be in writing. Such notice or request shall be deemed to have been duly received by the party to whom it is addressed if it is given or made at the address specified below or at such other address as may be agreed from time to time.

11.2.2. Any notice pursuant hereto shall be deemed to be duly given and served if sent by post/courier/telegram/facsimile transmission/email addressed to the Borrower's address/es mentioned hereinabove or in such other electronic mode duly notifying the Borrower. Such notice, other than by way of email/other electronic modes, shall be deemed to take effect on the second working day following the date of posting or on the actual date of receipt, whichever is earlier. If the notice is sent through email or any other electronic mode, the notice shall be deemed to be served when the relevant read receipt is generated, or where no read receipt is requested, at the time of sending.

11.2.3. In the event of any disputes, differences, claims and questions whatsoever between the parties hereto arising out of or in connection with or incidental to or touching the Transaction Documents or the construction or application thereof or any clause or thing contained under the Transaction Documents, or in respect of any account and the duties, responsibilities and obligations of either party hereunder, or as to any act or omission of any party, or as to any other matter in any way relating to the Transaction Documents or the rights, duties and liabilities of any party under the Transaction Documents, such dispute shall be referred to and settled according to law.

11.2.4. In the event of any such disputes, differences, claims and questions as stated above, the same shall be referred to and settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof for the time being in force. Such arbitration shall be administered either physically through a recognised independent institution or electronically by an independent institution, in accordance with such institution's Dispute Resolution Rules ("Rules").

## 11.3. Governing Law

11.3.1. The Transaction Documents shall be governed by and construed in accordance with the laws of India and courts in Kolkata will have exclusive jurisdiction in respect of any dispute arising out of and/or in relation to the Transaction Documents.

11.3.2. Waiver: The Lender may exercise a right, power or remedy at its discretion and separately or concurrently with another right, power or remedy. No failure or delay on the part of the Borrower in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise of any such right preclude any other or further exercise of any other rights or remedies.

11.3.3. Severability: If any provision of the Transaction Documents is determined to be invalid or unenforceable in whole or in part, such invalidity or unenforceability shall attach only to that specific provision or part thereof. The remaining parts of such provision and all other provisions of the Transaction Documents shall continue in full force and effect.

11.3.4. Notice: All notices, requests, consents, waivers or other communications shall be in writing and given by registered or certified mail (return receipt requested) or electronic mail to the address provided by the Borrower, unless a change of address is communicated in writing. The date of receipt shall be deemed the date on which the notice or communication is delivered.

11.3.5. Authorization: The persons signing this Agreement on behalf of the Parties represent and covenant that they have the requisite authority to sign and execute this Agreement on behalf of the respective Parties.

Nothing in this Clause shall limit the right of the Lender to initiate proceedings in any other court or tribunal of competent jurisdiction, nor shall such proceedings in one or more jurisdictions preclude proceedings in any other jurisdiction, whether concurrently or not. The Parties irrevocably submit to and accept, generally and unconditionally, the jurisdiction of such courts or tribunals, and irrevocably waive any objections to venue or claims of inconvenient forum.

## 11.4 Other Terms and Conditions and Policies

The Privacy Policy and Terms & Conditions of the Lender and DLA can be viewed at

<https://www.loanfront.in/privacy-policy.html>

<https://www.loanfront.in/VulnerabilityDiscloserPolicy.html>

<https://www.loanfront.in/terms-conditions.html>

[https://www.loanfront.in/collection\\_policy.html](https://www.loanfront.in/collection_policy.html)

<https://www.vaibhav-vyapaar.com/privacy-policy.html>

<https://www.vaibhav-vyapaar.com/policies-codes.html>

## SIGNATURE

I, \_\_\_\_\_, the Borrower, hereby irrevocably and unconditionally confirm that I have read and understood the standard terms and conditions applicable to this loan as approved by the Lender. I accept the loan summary after having read, analysed, understood, and agreed to each term contained therein, as well as the standard terms and conditions governing the disbursement

of the loan. I also acknowledge and accept that the most important terms and conditions, company policies, and other terms documents in the Transaction Documents and any terms may be amended from time to time.

This document has been executed through OTP (One Time Password)-based consent received on my registered mobile number.

Signer Name	
Mobile No.	
IP address	
MAC address	
Latitude/Longitude	
Device manufacturer	
Device model	
Date time	
Document Type	
Date and Time	

**Follow Us**



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Please reach out to us in case of any clarification  
Website – DLA : [www.loanfront.in](http://www.loanfront.in)  
Call : 080 4812 6351  
Email : [support@loanfront.in](mailto:support@loanfront.in)  
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