CASE STUDY

How SBFC Finance reduced gold loan disbursal TAT via paperless agreements

9x

Increase in gold loan disbursal volumes after Leegality

~2 mins

Turnaround time for execution of gold loan agreement kits after Leegality

₹0 cost

100% reduction in printing and courier costs

> After implementing this process, a customer came up to us and said *"Sir apki chai toh nahi aayi par mera loan disbursal ho gaya"*. That's the biggest compliment we can receive.
>
> *[Sir, your tea has not arrived but my loan has been disbursed.]*
>
> **Ganesh Vaidya,** CTO, SBFC Finance

Leegality

SBFC

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> "With the new paperless process, SBFC has shifted from a document-driven loan disbursal process to an experience-driven loan disbursal process.

Ganesh Vaidya
CTO, SBFC Finance

SBFC is seeing rapid growth in gold loan disbursals

Company	SBFC Finance Ltd.
Industry	NBFC Lending — Gold and MSME
Location	Mumbai, India
Branches	~210 across 17 states and 2 union territories
Use Case	Digitizing Gold Loan Agreements

> We are present in 17 states equally spread out across all four zones — East, West, North, and South. We believe in slow, and steady growth that compounds.

Pragnesh Sonenji
CBO, SBFC Finance

> Regulations for gold loans have changed. When you are a regulated entity, most of the time you have to focus on how you are doing things rather than what you are doing.

Ganesh Vaidya
CTO, SBFC Finance

SBFC's gold loan portfolio had grown 2.4× in under three years — reaching ₹1,991 crore and 19% of total AUM by December 2025

At that scale, processing a growing number of loan agreements entirely on paper was no longer feasible.

But scale wasn't the only forcing function. For a regulated NBFC, *how* you execute matters as much as what you deliver.

Problems with the Physical Gold Loan Agreement Flow

1. Customer walks into branch
2. Customer fills application form and does KYC
3. Gold valuation conducted
4. 16-18 page agreement kit printed in vernacular

> Printers are slow - they jam and run out of ink and papers. These delays created long queues at the branch
>
> **Ganesh Vaidya,**
> CTO, SBFC Finance

5. Customer manually signs each page of loan kit - one by one

> Customers used to get irritated - asking us "How many times do I need to do a signature on every page?
>
> **Ganesh Vaidya,**
> CTO, SBFC Finance

6. Branch staff manually checks for missed signs and errors
7. Document packed and couriered to HO
8. Verification team at HO cross-checks every page

> At the HO, we used to have huge numbers of people sitting just to cross-check whether documents had proper signatures or not
>
> **Pragnesh Sonenji**
> CBO, SBFC Finance

9. If any discrepancy → packet sent back to the branch for correction
10. Document couriered to warehouse for storage

> Earlier if you stepped into our branches after office hours you would find would find people frantically gathering documents and couriering them in order to meet a tight deadline. I still get a sweat thinking about it.
>
> **Pragnesh Sonenji**
> CBO, SBFC Finance

SBFC switched to Leegality to build a paperless gold agreement flow

Leegality ne saare steps hi hata diye hain!

There are hardly any documentation steps anymore during customer onboarding.

Pragnesh Sonenji
CBO, SBFC Finance

SBFC switched to Leegality to build a paperless gold agreement flow

1. Customer walks into branch
2. Customer fills application form and does KYC
3. Gold valuation conducted
4. **eStamped loan kit generated** on click of a button, in the borrower's chosen language.
5. Customer eSigns the entire kit via **Aadhaar eSign (IRIS)** — each page gets the eSign impression automatically.
6. SBFC's authorised signatory eSigns via **DocSigner** — no chasing HO for the counter-signature.
7. Signed loan kit + audit trail stored directly in **LOS/LMS** — instantly available to branch, HO, audit.

> "Earlier it used to take us 7 minutes per customer to print, sign and store agreements. With Leegality, the process now takes less than 2 minutes.

Ganesh Vaidya
CTO, SBFC Finance

SBFC's contrarian bet that paid off: Aadhaar Iris eSign

When most lenders think of deploying Aadhaar eSign they usually think of either Aadhaar OTP or Aadhaar Biometric. Aadhaar Iris is usually written off

Initially SBFC also went with Aadhaar Biometric - but this created issues….

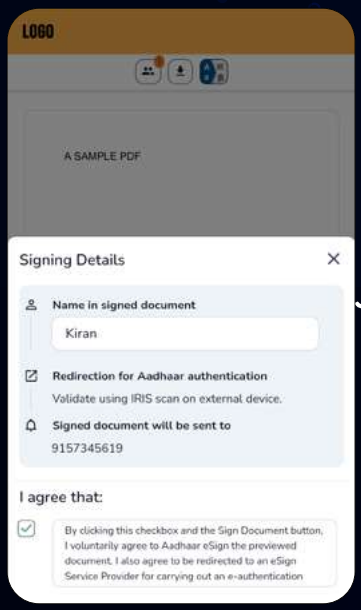
> When we started, Aadhaar Biometric was our first preference. But the customer segment we deal with are very hard-working people — a lot of the time we observed that their fingerprints have vanished - so they often couldn't complete a biometric eSign
>
> **Ganesh Vaidya, CTO, SBFC Finance**

OTP also wouldn't work….

> Our customer base is not very tech-savvy — sometimes they don't know how to operate the mobile, don't know if their mobile is connected, don't know how to update Aadhaar linkage
>
> **Pragnesh Sonenji, CBO, SBFC Finance**

Rather than going back to physical, SBFC switched to Aadhaar Iris eSign – and saw instant results

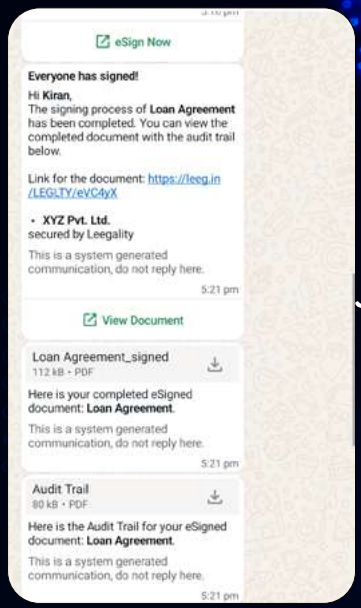
1 Customer views the Gold Loan agreement on the agent's tab



2 Customer gives eSign consent and eSigns via Aadhaar IRIS

> When our CTO presented Aadhaar Iris as an option, I loved the concept and said let's go for it. Now our loans get processed at the blink of an eye.
>
> **Pragnesh Sonenji**
> CBO, SBFC Finance

3 SBFC Finance's signature is affixed via Doc Signer



4 eSigned agreement is sent to the customer via SMS/ WhatsApp and stored in the company's LOS/LMS.

> With Aadhaar Iris eSign our success rate for eSign of gold loan agreements improved dramatically
>
> **Ganesh Vaidya**
> CTO, SBFC Finance

“

Implementing the paperless gold loan agreement process via Leegality has resulted in significant cost savings.

We no longer have any printing costs, no storage costs, no courier costs.

And the biggest cost for a regulated entity like ours - non-compliance cost - has also been eliminated.
My CBO and I can now have a peaceful sleep.

Ganesh Vaidya
CTO, SBFC Finance

How the paperless gold loan agreement process benefits the branch and customers

Faster TAT

Earlier it used to take us 7 minutes per customer to print, sign and store agreements. With Leegality, the process now takes less than 2 minutes

Ganesh Vaidya, CTO, SBFC Finance

More productive branches

Because of the reduction in steps and time for paperwork, the branch is now able to do more productive work which then obviously leads to more business

Ganesh Vaidya, CTO, SBFC Finance

More time to build customer relationships

With the timesavings, our branch staff is now able to devote more attention to building meaningful relationships with the customer. This increases the number of referrals we receive from customers - growing business as a whole

Pragnesh Sonenji, CBO, SBFC Finance

Happier branch staff

The index of happiness at the branch has gone up after implementing this paperless process because there is no longer a paperwork struggle with customers.

Ganesh Vaidya, CTO, SBFC Finance

Nowadays **environmental sustainability** is also a great thing in most of the organizations.

Leegality has enabled us at SBFC to save a lot of paper printing. That is a big contribution from your side.

Pragnesh Sonenji
CBO, SBFC Finance

~45,000 docs/month

x

~18 pages

=

~810,000 sheets of paper avoided every month at SBFC alone.

“When I heard how this process could eliminate most dependencies during the disbursal journey, I loved the concept. Now it is going very well - and the numbers bear this out.

Pragnesh Sonenji, CBO, SBFC Finance

“When I showed this to my CBO he immediately said “*This is now going to be the only way a gold loan will get disbursed at SBFC*”. That was a big statement for me and gave me confidence to me to push through this implementation

Ganesh Vaidya, CTO, SBFC Finance

The paperless agreement process helps SBFC comply with RBI Gold Loan rules

RBI CLAUSE	REQUIREMENT	LEEGALITY ENABLEMENT
CLAUSE 23	Lender shall ensure borrower presence at branch during valuation	✓ Aadhaar Iris eSign + Leegality Audit Trail verifies physical customer presence
CLAUSE 25	Documentation shall be standardized across all branches	✓ Leegality templates are centrally maintained and locked. 210 branches use the same kit. No local tweaks, no editable templates in circulation.
CLAUSE 26	Loan agreement must include certain mandatory details	✓ Fields auto-fill from LOS/LMS into every kit - so no manual mistakes
CLAUSE 27	Valuation Certificate mandatory	✓ eSigned as part of document kit
CLAUSE 28	Borrower communication must be in a language the borrower understands.	✓ eAgreement generated in vernacular at the click of a button

The paperless process gives us complete control and peace of mind. If the eSign is completed via Leegality we can be 100% sure it has been done properly as per our requirements. It is fully visible and authenticated. As a result we are also RBI compliant

Pragnesh Sonenji, CBO, SBFC Finance

The 3 most critical parameters in a gold loan transaction are - the signature, customer identity and customer presence at branch. All three are taken care of in the Aadhaar Iris based flow

Ganesh Vaidya, CTO, SBFC Finance

How SBFC rolled out the paperless gold loan agreement process

STEP 1

SBFC went live with dashboard first instead of API

> If a digital innovation does not yield ROI it will fail. We started with the Leegality Dashboard to validate ROI before committing to API integration. I wanted business to test if this would actually see adoption before committing to it
>
> **Ganesh Vaidya,** CTO, SBFC Finance

STEP 2

SBFC integrated API after adoption was proven

> The integrated API approach - with our internal APIs, our LOS/LMS and the Leegality API ensured that the flow would not break at any point.
>
> **Ganesh Vaidya,** CTO, SBFC Finance

When the integrated process was rolled out across branches – it saw rapid adoption

> The final experience we showcased at the branches was so beautiful for the customer and for the branch users that there was no resistance to adoption
>
> **Ganesh Vaidya**
> CTO, SBFC Finance

> The paperless gold loan agreement process we finally rolled out eliminated virtually all our paperwork steps for our customers. They walk into the branch, give their gold, sign via Iris — and it's done.
>
> **Pragnesh Sonenji**
> CBO, SBFC Finance

Why SBFC's tech team chose Leegality over other players

Domain Expertise

Leegality brings strong domain expertise, having worked with multiple BFSI clients and challenges. They've moulded these learnings into the product itself - which is a big plus.

Built for regulatory compliance

With a regulatory flow like gold loan agreements, we didn't want to take any chances. Leegality is a well tested mature product - and met all our compliance parameters

Understanding of the nuances of gold loans

There are a lot of potential solutions out there in the market. But only Leegality truly understands the nuances and needs of gold loan flows. They are then able to deliver this in an effective and economical manner

Reliability

With most vendors, pre-sales speeches are very effective but when it comes to implementation the experience varies. But with Leegality we had a great experience — the time to market they delivered for this project was quick, effective and smooth.

Ganesh Vaidya
CTO, SBFC Finance

"I would 100% recommend Leegality for other gold lenders considering a switch to paperless agreement processes.

Pragnesh Sonenji, CBO, SBFC Finance

Leegality Simplifies
Gold Loan Operations

- Vernacular gold loan kits generated instantly — no pre-printed branch stock
- Aadhaar OTP, Iris & Face eSign options for every borrower
- RBI-compliant borrower presence verification during valuation
- Audit-ready digital storage with complete trail access
- Digital & revenue stamping across 31+ States/UTs

20+ top gold lenders are going paperless with Leegality

INDEL MONEY · SBFC · FEDERAL BANK — YOUR PERFECT BANKING PARTNER · MANAPPURAM FINANCE LIMITED · CSB Bank · DBS · JANA Small Finance Bank · सेन्ट्रल बैंक ऑफ़ इंडिया Central Bank of India

Try A 2-Minute Leegality Gold Loan Agreement Journey

You can see how Leegality works in a branch and valuator app — **without speaking to our sales team.**

https://www.leegality.com/gold-loan

> “Given the domain expertise Leegality has and the way the product is developing, I think any BFSI CTO would want a partner like Leegality embedded in their digital agreement journeys.

Ganesh Vaidya
CTO, SBFC Finance