

Loan Sanction and Summary Overview

Applicant Name:

Date:

Lending Arrangement:	
Lender	Edgro Finance Private Limited ("Lender")
Lending Service Provider ("LSP")	Bluebear Technology Private Limited ("BTPL" or "LSP")
Digital Lending Application ("DLA")	www.propelld.com i.e. is owned by BTPL

Section -1: Key Facts Statement (KFS)

<i>KFS is a brief statement of key facts about your loan, in a standardised format as required by the RBI notification dated April 15, 2024.</i>		
Part 1: Interest rate and fees/charges		
1(a)	Loan Reference Number	
1(b)	Type of Loan	
2	Sanctioned Loan amount (in ₹)	
3	Disbursal schedule	
3(a)	(i) Will disbursement be done 100% upfront?	
3(b)	(ii) If it is stage wise, mention the clause of loan agreement having relevant details	<p>Please refer to Part 3 of the KFS for further details.</p> <p><i>Further, in Schedule 1 (Loan Terms), the disbursement month is an estimate based on EMI schedules. Each tranche is subject to the lender's discretion, meeting conditions, and no ongoing defaults. Lenders may manage each tranche with separate accounts for administration, and all terms apply to these accounts for enforcing rights and remedies.</i></p>
4	Loan term (in months)	
5	Instalment details	
5(a)	Type of instalments (periodicity)	Monthly
5(b)	Number of EMIs	
5(c)	EMI (in ₹)	
5(d)	Moratorium Tenure EMI during Moratorium No. of EMI during Moratorium	<p>INR</p> <p><i>The moratorium period lets you pay only the interest ("Light EMIs") on your loan during this time. You can start repaying the principal amount along with interest after the moratorium ends. This gives you the opportunity to find a job and get your finances in order before beginning full EMI ("Full EMI") payments, which include both principal and interest.</i></p>
5(e)	Commencement of repayment, post sanction	<i>The declared commencement date is tentative and will depend on the actual date of disbursement.</i>
6	Annualised Interest rate (%) and Interest type (fixed or floating or hybrid)	<p>on Annualised basis</p> <p>Fixed</p>

7	Fee/Charges (excluding applicable taxes such as GST), payable is a specific amount (in ₹) or as a percentage (%), either on a one-time or recurring basis, as applicable.						
		(A) Lender 1		(B) Lender 2		(C) BTPL	
	Detail of Charges	Frequency	Amt or %age	Frequency	Amt or %age	Frequency	Amt or %age
(i)	Processing fees ¹	One-time		NA	NA	None	None
(ii)	Insurance charges	None	None	NA	NA	None	None
(iii)	Valuation fees	None	None	NA	NA	None	None
(iv)	Any other (please specify)	None	None	NA	NA	None	None

¹ The processing fee shall be non-refundable and will be retained following the disbursement of the loan, even in cases where the loan is closed within the designated cooling-off period.

a)	Convenience Fee (Rs.)	None	None	NA	NA	None	None
b)	Service Fee (Rs.)	None	None	NA	NA	None	None
c)	Transaction fee	None	None	NA	NA	None	None

8	Annual Percentage Rate (APR) (%)	Please refer to the computation sheet attached as Annexure-A
9	Details of Contingent Charges (payable as a specific amount in ₹ or as a percentage %, as applicable).	
(i)	Penal charges, if any, in case of delayed payment	Rs 25 per day <i>Penal charges will apply if any delay in the payment of your EMI or loan installments is observed.</i>
(ii)	Bounce charges	Rs 350 per instance <i>A bounce charge may be applied to discourage late payments, including those resulting from dishonored or bounced cheques, direct debits, e-NACH mandates, or any other payment methods.</i>
(iii)	Foreclosure charges, if applicable	4% of Principal Outstanding
(iv)	Charges for switching of loans from floating to fixed rate and vice versa	Zero (Not Applicable)
(v)	Any other charges (please specify)	Zero (Not Applicable)

Part 2: Other qualitative information:			
1	Clause of Loan agreement relating to engagement of recovery agents	Collection and recovery activities will be managed by the LSP in accordance with the Collection Code of Conduct set by the Lender. If you encounter any issues with your payments, please be assured that the LSP will handle all collection and recovery processes on behalf of the lenders. For your convenience, the forthcoming sections of this KFS will provide a list of recovery agents who may reach out if necessary. We are committed to addressing any concerns you may have, including technical issues, and are here to support you throughout the process.	
2	Clause of Loan agreement which details grievance redressal mechanism	Your privacy and concerns are important to us. We have provided and agreed upon our privacy policies. In the upcoming sections of this KFS, you will find details about the Grievance Redressal Officer for your loan arrangement. Additionally, we have included a link to the lender(s)' Fair Practice Code on their website for your reference and peace of mind.	
3	Phone number & email ID of the Nodal Grievance Redressal Officer (We will respond to your issues within 1 Working Day).		
	Lender 1	Lender 2	LSP or BTPL
	Guru Prasad Grievance Redressal Officer gro@edgrofin.com 7412812312 https://edgrofin.com	NA	Mohit Jain Grievance Redressal Officer gro@propelld.com 9772036333 https://propelld.com
4	Whether the loan is, or in future maybe, subject to transfer to other REs or securitisation (Yes / No)	Yes	
5	For lending under collaborative arrangements (e.g., co-lending/outsourcing), please provide the following additional details:		
5a	Name of the originating RE, along with its funding proportion	NA	
5b	Name of the partner RE along with its proportion of funding	NA	
5c	Blended rate of interest	NA	
6	In case of digital loans, following specific disclosures may be furnished:		
6(a)	Cooling off/look-up period during which you shall not be charged any penalty on prepayment of loan	15 days.	
6 (b)	Details of LSP acting as recovery agent and authorized to approach the borrower	For information regarding the list of outsourced vendors for BTPL or LSP, please visit the following website: https://propelld.com/collection-agencies	

Part 3: Disbursal Schedule

Tranche No	Disbursal Month (in terms of EMI schedule)	Amount (₹)
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Annexure-A

Computation of Annual Percentage Rate (APR)

Sr.No.	Parameter	Details
1	Sanctioned Loan amount (in ₹)	
2	Loan Tenure (in months) along with Moratorium Tenure, if any.	
a)	No. of instalments for payment of principal, in case of non-equated periodic loans	Not Applicable
b)	Type of EMI	Monthly
	Amount of each EMI (in ₹) and	
	Nos. of EMIs	
c)	No. of instalments for payment of capitalised interest, if any	
d)	Commencement of repayments, post sanction	
e)	Moratorium Tenure	
f)	EMI during Moratorium	
g)	No. of EMIs during Moratorium	
3	Interest rate type (fixed or floating or hybrid)	Fixed
4	Annualised Rate of Interest (%)	
5	Total Interest Amount to be charged during the entire tenor of the loan as per the rate prevailing on sanction date (in ₹)	
6	Fee/ Charges payable: (in Rupees)	
a)	Payable to the Lender-1	
b)	Payable to the Lender-2	NA
c)	Payable to BTPL or LSP routed through either Lender 1 or Lender -2 or both	None
7	Net disbursed amount (1 - 6) (in Rupees)	
8	Total amount to be paid by the borrower (sum of 1 and 5) (in ₹)	
9	Annual Percentage rate- Effective annualized interest rate (in percentage)	
10	Schedule of disbursement as per terms and conditions	Refer Part 3 of KFS
11	Due date of payment of instalment (tentative start date) and interest %	

Note: Amortisation / Repayment schedule of the loan is attached herewith as Annexure-B.

Recovery Mechanism:

1. **Collection and Recovery Activities:** These will be managed by the LSP in accordance with the Collection Code of Conduct established by the lenders.
2. **SMA/NPA Table Explanation:** According to the circular DBR.No.BPBC.45/21.04.048/2018-19 dated June 7, 2019, on the 'Prudential Framework for Resolution of Stressed Assets,' lender(s) are required to identify early signs of stress in borrower accounts by classifying them as Special Mention Accounts (SMA) upon default. To clarify, the intervals for classification are continuous, and the basis for categorizing SMA accounts is as follows:

SMA Sub-categories	Basis for classification – Principal or interest payment or any other amount wholly or partly overdue
SMA-0	Upto 30 days
SMA-1	More than 30 days and upto 60 days
SMA-2	More than 60 days and upto 90 days

Illustration of NPA Classification:

- a) If the due date of an account is 10th March' 2024, and the full dues/instalment is not received before the Lender runs its day-end process for this date, the date of overdue shall be 10th March' 2024.
- b) If the account continues to remain overdue, then this account shall get tagged as SMA-1 upon running day- end process on 09th April'2024 i.e., upon completion of 30 days of being continuously in overdue. Accordingly, the date of SMA-1 classification for that account shall be 09th April'2024.
- c) Similarly, if the account continues to remain overdue, it shall get tagged as SMA-2 upon running the day- end process on 09th May'2024; and "
- d) If the account continues to remain overdue further, it shall get classified as NPA upon running day-end process on 08th June' 2024. "If the instalments of "March'2024" & "April'2024" are collectively repaid post "08th June' 2024", then also the account shall continue to be reported as NPA. If all the unpaid instalments (in the above example from "March'2024" till actual realization) are fully paid along with the other charges/arrears, then only the account will be upgraded/regularized as standard asset and shall not be reported as NPA

Indicative Repayment Schedule:

[illegible]

Section 2: Loan Sanction Terms and Conditions:

Borrower	Name of Borrower
	Address of Borrower
	Email ID: Contact No:
Co-Borrower	Name of Borrower
	Address of Borrower
	Email ID: Contact No.

We are pleased to inform you that, based on the application you submitted, **Edgro Finance Private Limited** (hereinafter referred to as the “**Lender**”) have approved your Loan facility. This loan is available for educational purposes, personal expenses, or any other specified use as per your application (hereinafter referred to as “**Loan**”). Below are the terms of your approved Loan:

Execution Date (Date of execution of this document and the loan)	
Type of Loan	Education Loan Personal Loan
Loan Amount and other terms	Rs. All key financial details of Loans, including the annualized interest rate, repayment schedule, charges, and any other fees related to this Loan, have been outlined and provided to you in Section A of the Loan Sanction and Summary Overview.

Sanction Terms:

- Updated Charges:** For the most current Schedule of Charges of Lender-1, please visit <https://edgrofin.com/>.
- Loan Amount and Tenure:** The final Loan Amount and Loan Tenure may be adjusted based on the Borrower's down payment contribution towards the applied loan amount.
- Interest Rate and Pricing:** The interest rate applied to the loan is determined based on various factors, including loan type, tenure, security, and market conditions. Therefore, the applicable rate may vary between customers and loans.
- Privacy Policy:** The Borrower hereby consents to Lender-1 Privacy Policy, which outlines how personal data is collected, used, and protected. The Borrower understands that Edgro may use personal information for purposes related to the loan and its services, including compliance with legal requirements.
- Fair Practice Code:** The Borrower agrees to adhere to Lender-1 Fair Practice Code, which governs the ethical conduct and treatment of loan applicants and customers. The Borrower confirms understanding of the principles and practices detailed in the Fair Practice Code.
- Access and Updates:** The Borrower acknowledges that the Privacy Policy and Fair Practice Code are accessible on Lender-1 website. The Borrower agrees to review these documents periodically for any updates or changes.
- Processing Fees:** Any processing fees or charges collected before the loan disbursement are non-refundable. These fees will not be refunded if the loan is cancelled before disbursement or if the loan is not disbursed.
- Fulfilment of Terms:** Loan sanction is contingent upon meeting all terms and conditions, including document submission, internal checks, and compliance with Lender-1 policies. Acceptance of this sanction letter by counter e-signature is required.
- Sanction Withdrawal:** Lender-1 reserves the right to cancel or withdraw this sanction letter at its discretion, with or without reason. This letter is valid **upto 90 days** from the date of issuance. It does not constitute a delivery order for the asset, if applicable. Lender-1 is not liable for any failure to fulfill obligations due to circumstances beyond its control.
- Integration with Loan Terms:** This letter is an integral part of the Loan Terms. In case of any conflict, the terms of this Loan Sanction and Summary Overview Letter shall prevail over Loan Terms.
- Additional Costs:** You are responsible for paying stamp duty, CKYCR charges, and all other statutory charges, taxes, or GST related to the loan and property acquisition. These charges are non-refundable and payable at disbursement or any any stage of Loan tenure.
- Monthly Instalments Details:** The actual Monthly Instalments (EMI) amount will be determined based on the disbursement date(s) and may differ from the indicative EMI mentioned. The precise EMI amount will be communicated after each disbursement. For loans with multiple disbursements, the EMI shown is indicative of the amount following the final tranche disbursement, as outlined in the above tranche disbursement table.
- Borrower's Responsibility:** I/We, the Borrower(s), acknowledge that I/we are fully responsible for addressing any issues or grievances with the Beneficiary, Merchant, or Service Provider. I/we remain liable for repaying the loan to Lender-1. A closure letter or any associated refund will be issued only after the loan is fully repaid.

14. **RevocationConditions:** This sanction will be revoked if:
- (a) There is a material change in Lender-1 opinion based on which the loan was sanctioned.
 - (b) Any material facts about your income, employment, or repayment ability are misrepresented or concealed.
 - (c) Any statement made in the loan application is found to be misleading or incorrect.
15. **Borrower's Consent:** I/We, the Borrower(s), hereby consent to Lender-1's access to our KYC records from the CKYCR Portal at any time in accordance with RBI KYC Directions. Additionally, I/We confirm that the address provided above shall be deemed our latest current and permanent address, serving as our positive confirmation. In the future, should any new confirmations be required, Lender-1 may also access our updated records from the CKYCR Portal.

Section 3: Disbursement Request Form

Date:

From:

("Borrower")

To,

Edgro Finance Private Limited

2nd floor, No: 1614/1615, Enzyme 7th Cross,

19th Main Rd, 1st Sector, HSR Layout,

Bengaluru, Karnataka, 560102

("Lender")

Dear Sir / Madam,

Subject: Request for Disbursement of Loan

I/We have been sanctioned a loan of Rs. _____ by Lenders mentioned. We request the disbursement of the loan amount, post addition of the my own contribution (if applicable), to be paid to the below mentioned bank account:

	Towards Purpose	Towards Insurance
Disbursement Amount:		
Disbursement Beneficiary / Payee Name:		
Bank Account Details for Disbursal:		
Name of Account:		
Account Number:		
IFSC Code:		
Other details, if any, for cross board transactions	NA	NA

I/We confirm that the disbursement of the loan proceeds to the Educational Institute or entities listed above, as per my/our instructions in this letter, will be considered as the full disbursement of the Loan to me/us.

I/We further acknowledge that Lenders will not have any responsibility or obligation concerning the disbursement of the loan to the specified parties. I/We will be fully responsible for repaying the loan in accordance with its terms, irrespective of any delays, non-delivery of educational services or assets, defects, or issues with the quality of such services or assets, or any other matters related to the use of the loan proceeds.

I/We authorize Lenders to make payments to the specified parties from the charges paid by me/us, including those associated with perfecting the security interest in the educational services or assets and for any other assistance related to the Loan.

Below terms for Educational Purpose Only:

- I/We confirm that I/we have enrolled or registered with the Educational Institute listed above.
- I/We acknowledge that I/we will be receiving the Educational Course directly from the Educational Institute.
- In case of any cancellation or change related to the Educational Course, I/we authorize and instruct the Educational Institute to refund any amounts disbursed to the account specified by Edgro.
- I/We will notify Lenders promptly upon commencement of the Educational Course or receipt of the Educational Course assets.

Capitalized terms, unless otherwise defined herein, shall have the meanings ascribed to them in the Loan Terms and Loan Application Form.

Yours faithfully,

GENERAL TERMS AND CONDITIONS FOR OBTAINING LOANS FROM EDGRO FINANCE PRIVATE LIMITED

Edgro Finance Private Limited, a private company limited by shares and duly incorporated under the provisions of the Companies Act, 2013, as amended from time to time (hereinafter referred to as "**Lender**"), shall be entitled to grant loans (as defined herein) solely upon the approval of a Loan Application submitted by the Borrower to Lender. Lender expressly reserves the unilateral right to approve or reject any Loan Application at its sole discretion, notwithstanding the Borrower's satisfaction of any Eligibility Criteria (as defined herein) established by Lender. The Borrower, seeking to obtain a loan from Lender, whether on a one-time or recurring basis, agrees to be governed by these general terms and conditions (hereinafter referred to as "**Loan Terms**"), as may be amended from time to time. The Borrower further agrees to execute such documents or provide such consents, whether orally or in writing, as may be required by Lender to implement the provisions of these Loan Terms. These Loan Terms, as accepted by the Borrower, shall be applicable and binding in respect of all loans approved or disbursed by Lender to the Borrower, and shall continue to apply as amended from time to time.

1. DEFINITIONS AND INTERPRETATION:

1.1 Unless otherwise expressly provided in these Loan Terms, the following definitions shall apply throughout:

- 1.1.1 **"Alternate Payment Channel"** means the payment mode/ channel either managed by Lender, or by a third party duly authorised by Lender, to receive the Monthly Instalments and/ other dues from the Borrower in respect of the Loan.
- 1.1.2 **"Applicable Law"** shall mean any statute, rule, regulation, notification, circular, ordinance, court order, decree, judgment, direction, guideline, or other binding action or requirement of an authority which has the force of law in India.
- 1.1.3 **"Automated Fund Transfer"** shall mean and include transfer of funds through electronic clearing service (debit), direct debit, automated clearing house (debit) or any other permissible mode available from time to time for the purpose of debiting the bank account of a Person based on instructions given by such Person either in writing or through any electronic media.
- 1.1.4 **"Borrower"** means the Person who applies for and/or obtains Loan from Lender (including but not limited to by using any of the Contact Options). The name and address of the Borrower shall be mentioned in the Loan Sanction Letter and Key Fact Statement issued to the Borrower for each Loan from Lender. For these Loan Terms, the term 'Borrower' shall include the heirs, executors, administrators and legal representatives of such Person.
- 1.1.5 **"Borrower/s' Dues"** means all amounts owed by the Borrower/s to the Lender under the Loan Terms, which include, but are not limited to: (a) the outstanding principal amount of the Loan; (b) accrued and unpaid interest on the Loan; (c) all additional interest, fees, costs, charges, and expenses incurred; (d) stamp duty; and (e) any other sums payable by the Borrower/s in accordance with the Loan Terms and related loan documents. This term encompasses all financial obligations of the Borrower/s stipulated in or arising from the Loan Terms and the associated loan documents.
- 1.1.6 **"Charge"** means the total amount payable by the Borrower to the Lender, as detailed in the Application Form, which includes the documentation fee, servicing fee, loan processing fee, registration fee, and any other fees as may be specified or communicated by the Lender to the Borrower from time to time.
- 1.1.7 **"Documents"** means all written or electronic records related to the Loan, including, but not limited to: (a) these Loan Terms; (b) the Loan Application; (c) the Loan Sanction; (d) the Key Fact Statement; (e) the Declaration; (f) the Demand Promissory Note; (g) the Mandate; (h) the Consent Form; and (i) any other documents, instruments, certificates, and agreements executed, accepted, or agreed upon by the Borrower or any third party in connection with the Loan. This term encompasses all related records, whether physical or electronic, that pertain to the Loan.
- 1.1.8 **"Documentation Fee"** means a non-refundable fee charged by the Lender for the preparation of all Documents related to the Borrower's Loan, including but not limited to the payment of applicable stamp duty and other legal charges associated with the Loan. This fee shall be payable by the Borrower either at the time of signing and/or accepting the Loan Summary or upon disbursement of the Loan, whichever occurs first.
- 1.1.9 **"Down Payment"** refers to the portion of the total cost of the Educational Course that the Borrower is required to pay directly to the Educational Institute at the time of admission or during study. This amount is not financed by Lender and is intended to cover part of the course fees that the Borrower must personally contribute.
- 1.1.10 **"Due Date"** means the specific date each month by which the Borrower must repay the Monthly Instalment(s) of the Loan to Lender. The exact Due Dates for the first and last Monthly Instalments of each Loan will be detailed in the Loan Sanction and or Key Fact Statement. It also refers to any other dates on which amounts, including principal, interest, and any additional charges, are due according to the Application Form, Loan Terms, or Loan Documents.
- 1.1.11 **"Educational Course"** means any structured program of study or training provided by an Educational Institute, which includes, but is not limited to, undergraduate, postgraduate, vocational, technical, and professional programs. This term encompasses degree programs, diplomas, certificates, test preparation courses, coaching classes, academy courses, and any other educational or training programs aimed at obtaining academic or professional qualifications. It includes programs

conducted both within India and abroad, and covers full-time, part-time, and supplementary or preparatory courses that form part of the educational curriculum.

- 1.1.12 **"Educational Institute"** means any organization, institution, or entity, whether public, private, or otherwise, located within India or abroad, that provides educational, training, or skill development programs. This includes, but is not limited to, schools (including K-12), colleges, universities, coaching centers, test preparation institutes, technical institutes, vocational training centers, professional upskilling platforms, and any other entity that offers formal or informal education, skill enhancement, or certification programs, leading to a degree, diploma, or certification recognized by applicable regulatory, educational or industry standards.
- 1.1.13 **"Effective Date"** means, unless otherwise specified, the date on which the Loan is disbursed to the Borrower.
- 1.1.14 **"Eligibility Criteria"** means the set of minimum standards and requirements established by Lender to evaluate the creditworthiness of a Borrower. These criteria are used to determine whether a Borrower qualifies for a Loan and may include factors such as income, credit history, employment status, and other financial or personal information relevant to assessing the Borrower's ability to repay the Loan. The Eligibility Criteria are subject to periodic review and may be revised or updated at the sole and absolute discretion of Lender to reflect changes in lending policies, market conditions, or other relevant factors.
- 1.1.15 **"Event of Default"** means any occurrence of one or more events that constitute a default as specified in **Clause 2.33** of this Loan Terms. This term encompasses all scenarios described in **Clause 2.33** that trigger a default under the terms of the Loan Agreement.
- 1.1.16 **"Interest Amount"** means the total amount payable by the Borrower to Lender as interest over and above the principal Loan amount. This definition excludes any amounts paid or payable as penalties, fees, or other service charges of any nature under these Loan Terms.
- 1.1.17 **"Edgro"** means Edgro Finance Private Limited ("**Lender**"), including any successors or assigns of Lender. This term refers to the entity providing the Loan to the Borrower and encompasses any future entities or organizations that may assume Lender's rights and obligations in connection with the Loan.
- 1.1.18 **"Loan"** means the financial assistance or Loan Amount applied by the Borrower and sanctioned by Lender where the Loan Amount is disbursed based on the instructions/authorization of the Borrower.
- 1.1.19 **"Loan Application Form"** means the application form submitted by the Borrower to the Lender to apply for and obtain the Loan. It includes the complete application form along with any supplementary information, particulars, clarifications, and declarations whether furnished by the Borrower or any other person, in connection with the Loan, as may be provided from time to time.
- 1.1.20 **"Loan Sanction"** means the formal approval and terms of the Loan issued or communicated by Lender to the Borrower through any of the Contact Options. This confirmation includes the grant of the Loan subject to the conditions outlined in these Loan Terms, the Loan Sanction letter, and other related Documents including Key Fact Statement.
- 1.1.21 **"Loan Terms"** means the comprehensive set of general terms and conditions, requirements, and provisions governing the Loan, as detailed in this agreement, the Loan Application, Loan Sanction, Key Fact Statement, and related Loan Documents. This includes, but is not limited to, the principal amount of the Loan, interest rates, repayment schedules, fees, charges, and all other rights and obligations of the Borrower and the Lender. The Loan Terms also encompass any amendments or supplements thereto and are binding on the Borrower upon receipt of due notification.
- 1.1.22 **"Mandate"** means the authorization provided by the Borrower to instruct their bank to automatically debit their bank account for the purpose of making payments to Lender. This mandate covers all Loan payments, including but not limited to principal and interest, for each Loan availed by the Borrower from Lender. The Mandate facilitates the Automated Fund Transfer process and ensures timely and consistent payment of Loan obligations as specified in the Loan Terms.
- 1.1.23 **"Merchant"** refers to a third party, such as a business or service provider, who refers their customers or potential customers to the Lender to apply for and obtain a Loan. The Merchant acts as an intermediary or introducer, facilitating the connection between the Lender and the Borrowers by recommending or directing individuals or entities to the Lender for accessing loan facilities.
- 1.1.24 **"Monthly Installments"** or **"EMI"** (Equated Monthly Installments) means the regular payments made by the Borrower to repay the Loan, encompassing both principal and interest components. These payments are due on a specified date each month, as detailed in the Loan Terms or other Loan Documents and continue until the Loan is fully repaid. The amount and schedule of the Monthly Installments or EMI are determined based on the total Loan amount, interest rate, and repayment period.
- 1.1.25 **"Outstanding Balance"** means, with respect to each Loan obtained by the Borrower, the total amount remaining unpaid. This includes the remaining principal amount of the Loan, accrued interest, and any other amounts payable by the Borrower to Lender. The Outstanding Balance encompasses all associated fees, costs, Charges, expenses, and any other financial obligations as specified in the Loan Terms and related Loan Documents.
- 1.1.26 **"Person"** shall include any individual, Hindu Undivided Family (HUF), partnership firm, company, body corporate, association, society, or any other entity legally recognized under applicable laws.

- 1.1.27 **"Pre-EMI"** means the interest amount payable by the Borrower on the Loan from the Effective Date until the day immediately before the commencement of regular EMI (Monthly Installments). This interest is calculated based on the interest rate specified for the Loan and is payable before the Borrower starts making principal and interest payments as part of the regular EMI schedule.
 - 1.1.28 **"Processing Fee"** means the non-refundable fees charged by Lender to the Borrower as stated in the Loan Sanction and or Key Fact Statement for processing the Loan Application of the Borrower that shall be paid by the Borrower either at the time of signing the Loan Summary by the Borrower, or at the time of disbursement of Loan, whichever is earlier.
 - 1.1.29 **"Service Provider"** or **"Lending Service Provider (LSP)"** means Bluebear Technology Private Limited, also known as Propelld, which, through its lending platform, has facilitated the introduction or referral of the Borrower(s) to the Lender for the purpose of sanctioning or disbursing the Loan.
 - 1.1.30 **"Tenure"** means the total duration or period over which the Borrower has chosen to repay the Loan. It refers to the length of time from the disbursement of the Loan until the final repayment is completed, as specified in the Loan Terms and other Loan Documents.
 - 1.1.31 **"Lender Website"** means the official website of the Lender, accessible at www.edgrofin.com, where Borrowers can find information about Loan products, apply for Loans, and access other related services and resources.
 - 1.1.32 **"Service Provider Website"** means the official website of the Service Provider, accessible at www.propelld.com, where users can obtain information about the services provided by the Service Provider, including loan referrals and related functionalities.
- 1.2 The terms **"Borrower"** and **"Lender"** are used to refer to the principal parties involved in these Loan Terms. Unless the context clearly indicates otherwise, these terms shall also encompass:
- 1.2.1 **Heirs:** Individuals who inherit the rights and obligations of the Borrower or Lender upon their death.
 - 1.2.2 **Representatives:** Individuals or entities authorized to act on behalf of the Borrower or Lender, such as legal representatives or agents.
 - 1.2.3 **Beneficiaries:** Persons or entities designated to receive benefits or advantages from the Loan Terms, as applicable.
 - 1.2.4 **Successors:** Entities or individuals who take over the Borrower's or Lender's obligations and rights through succession planning, such as a change in business structure or ownership.
 - 1.2.5 **Executors:** Individuals appointed to carry out the terms of a deceased Borrower's or Lender's estate.
 - 1.2.6 **Administrators:** Individuals appointed to manage the estate of a deceased Borrower or Lender where no executor is named.
 - 1.2.7 **Permitted Assigns:** Entities or individuals to whom the Borrower's or Lender's rights and obligations may be transferred or assigned in accordance with these Loan Terms.
- 1.3 For purposes of these, each of the **"Borrower"** and **"Lender"** may individually be referred to as a **"Party"**. When referring to both the Borrower and Lender together, the term **"Parties"** is used.
2. **Loan Terms:**
- 2.1 **Acceptance of Loan Offer and Terms:** The Borrower hereby confirms that he has reviewed, read, verified, and accepted the loan offer before agreeing to the terms and conditions of these Loan Terms. The terms and conditions are linked to the loan offer accepted by the Borrower from Lender, which may be applied through its website or mobile application (if available), the Lender Website, the Service Provider Website, or through Merchants or otherwise. The loan offer details, including the execution date, loan sanction date, sanctioned amount, loan tenure, tranche schedule, applicable interest rate, and EMI, will match those displayed on the website/application, Lender Website, Service Provider Website, or in documents provided by the Lender, whether in physical or electronic form. The Borrower's identity and residential address used for any notices will be as per the information retrieved through KYC (Know Your Customer) verification.
 - 2.2 **Loan Sanction:** Subject to the representations and information provided by the Borrower in the Loan Application, the Lender agrees to sanction and disburse the specified Loan amount to the Borrower. This Loan amount will be provided for the purposes detailed in the Loan Application and in accordance with these Loan Terms.
 - 2.3 **Loan Terms:** The Borrower(s) have consented to these Loan Terms either by electronic signature, click-wrap, or physical signature, as applicable. Such consent is express and valid under the prevailing Applicable Laws of India. The Loan Terms shall govern the Loan provided or to be provided by the Lender to the Borrower(s).
 - 2.4 **Loan Amount:** Lender shall provide the Loan to the Borrower in strict accordance with these Loan Terms and any additional terms and conditions specified in the Loan Documents that have been executed by or agreed upon with the Borrower. The precise amount of the Loan will be outlined in the Loan Sanction and/or Key Fact Statement provided to the Borrower for each approved Loan. For

Personal Loans where the funds are intended to be disbursed directly to an Educational Institute, the Borrower acknowledges and agrees that any disbursement made by Lender to the Educational Institute for the payment of the Educational Course shall be considered a valid and effective disbursement of the Loan to the Borrower under these Loan Terms. This means that such disbursement to the Educational Institute shall fulfill Lender's obligation under the Loan Terms, and the Borrower agrees not to dispute or challenge this form of disbursement at any time.

- 2.5 **Interest Amount:** The annual interest rate applicable to each loan obtained by the Borrower will be communicated prior to approval by the Lender, initially in oral form and subsequently in writing too. Interest on the loan will be charged based on a fixed rate applied to the reducing balance method. This fixed interest rate will remain constant throughout the loan term. The specific fixed interest rate, along with the total interest amount for each loan, will be clearly outlined in the Loan Sanction, Key Fact Statement, and other relevant loan documents. The repayment schedule for monthly installments will be structured on a reducing balance basis of loan amount, with the interest amount allocated from each installment according to the applicable annual percentage rate.
- 2.6 **Acknowledgment of Interest Rate Model and Guiding Principles:** The Borrower confirms that they have reviewed and understood Lender's internal guiding principles and interest rate model, which are available on Lender's website (www.edgrofin.com). This review is intended to aid the Borrower in understanding how interest rates are determined and calculated. The Borrower acknowledges that the Interest Amount charged on the Loan, as detailed in the Loan Documents, may vary for different Borrowers and/or different Loans. Variations in the Interest Amount may be influenced by factors such as the cost of borrowed funds, cost of disbursements, market conditions, applicable laws, default risk, loan duration, purpose of the Loan, any advance payments made by the Borrower, and the financial information disclosed by the Borrower at the time of the Loan application. The Borrower agrees to pay the Interest Amount as specified, having considered these factors, and undertakes not to dispute the Interest Amount in the future.
- 2.7 **Interest Accrual and Calculation:** Interest Amount shall begin to accrue in favor of Lender from the Effective Date of each Loan until the Loan, including all related monies such as Interest Amount, fees, penalties, etc., is fully repaid to Lender's satisfaction. For Personal Loans, if interest is charged prior to the Effective Date i.e., actual disbursement of the Loan, such interest will be adjusted and included in the Monthly Installments. Interest Amount shall be calculated based on a year consisting of **three hundred sixty-five (365) days**.
- 2.8 **Disbursement and Administration of Loans:** The Loan(s) may be disbursed in one (1) or more tranches, in alignment with the Lender's policies and the terms of sanction. Accordingly, the Lender reserves the right to assign one or more Loan Account Numbers to each tranche to facilitate effective administration of the Loans in accordance with the agreed terms. Notwithstanding any provisions to the contrary elsewhere, the Loans shall be governed exclusively by the terms set forth in the Loan Documents and/or Facility Documents.
- 2.9 **Obligation to Repay Loan and Interest Amount:** The Borrower agrees to repay the Loan amount, along with the applicable Interest Amount, through Monthly Installments specified in the Loan Documents. These payments must be made by the respective Due Dates. The Monthly Installments amount is calculated by Lender based on the Fixed Interest Rate, the Loan amount, and the Loan tenure, rounded to the nearest rupee. The Borrower acknowledges and accepts the EMI amount and the method of its calculation, including any Advance Instalments, as detailed in the Loan Documents.
- 2.10 **Down Payment:** In case the loan is to be utilized for educational purposes, the Borrower may be obligated to make a down payment to the Educational Institution. This down payment amount (can be made directly by the Borrower or facilitated through their Lending Servicer Provider), as mutually agreed upon with the Lender and specified in the Loan Documents. The Borrower acknowledges and agrees to the following conditions regarding the down payment:
- 2.10.1 **Timing of Down Payment:** The down payment may be required at one of the following points in time:
- 2.10.1.1. At the time of signing the Loan Documents.
 - 2.10.1.2. At the time of loan disbursement.
 - 2.10.1.3. Prior to the commencement of the Educational Course.
- The specific timing will be determined based on the terms outlined in the Loan Documents and the Loan Terms with the Lender.
- 2.10.2 **Conditions Precedent:** The Borrower understands that the requirement for a down payment is a condition precedent to the disbursement of funds and may affect the approval or sanction of the Loan or further disbursement of the Loan including any tranche thereof.

The Borrower is strongly encouraged to make the down payment promptly to prevent any delays in the loan process or the commencement of their Educational Course. In case, the Borrower inadvertently make any down payment directly to the Lender, that amount will be refunded to the Borrower immediately or within a reasonable timeframe. This ensures fairness and clarity in the financial arrangements between the Borrower and the Lender.

- 2.11 **Continuation of Payments Regardless of Circumstances:** The Borrower is obligated to continue making Monthly Instalments by the Due Dates as specified, regardless of whether the intended objectives of the Loan are achieved or if any issues arise with the Educational Course funded by the Loan. This repayment obligation remains in effect even if the Educational Course is found to be ineffective, overly technical, complex, or if the enrollment or contract with the Educational Institute is terminated for any reason. The Borrower's responsibility to fulfill the repayment terms remains unaffected by the outcome or delivery of the Educational Course.
- 2.12 **Reimbursement of Taxes and Other Amounts:** In the event that Lender pays any taxes, fees, or other charges on behalf of the Borrower to governmental or other authorities, the Educational Institute, or any other entity, whether related to the Loan or the Educational Course, the Borrower agrees to promptly reimburse Lender. This reimbursement will include any applicable interest as required by law or as agreed upon with the Educational Institute. Such reimbursement shall be made upon demand and in the manner specified by Lender.
- 2.13 **Approved Payment Methods:** The Borrower agrees to make payments, including Monthly Instalments, penalties, and other amounts due, using one of the following methods approved by Lender:
- 2.13.1 Automated Fund Transfer
 - 2.13.2 Alternative Payment Channels as indicated on Lender's website and or its LSP website
 - 2.13.3 Any other method approved in writing by Lender or its LSP and communicated through Contact Options
- 2.14 **Change in Payment Mode:** Lender reserves the right, at its sole discretion, to modify the payment method adopted by the Borrower and require the Borrower to adhere to the new payment method under the following circumstances:
- 2.14.1 Upon receipt of a request from the Borrower and/or as mutually agreed between Lender and the Borrower.
 - 2.14.2 In the event of a default in the repayment of the Loan or any part of the Outstanding Balance by the Borrower.
 - 2.14.3 If the Mandate provided by the Borrower is found to be invalid or incomplete.
- 2.15 **Automated Fund Transfer Requirements:** If the Borrower's payments are made through Automated Fund Transfer, the Borrower agrees to the following conditions:
- 2.15.1 The Borrower shall ensure that there is a sufficient balance in the bank account from which payments are to be made.
 - 2.15.2 The Borrower shall not close the bank account or instruct the bank to stop payments to Lender without obtaining prior written consent from Lender. The Borrower shall be solely responsible for any bounce fees, dishonor charges, or late payment charges imposed by Lender. Additionally, if any dishonor charges are assessed by the Borrower's bank, the Borrower is obligated to ensure these charges are settled promptly.
 - 2.15.3 The Borrower shall not withdraw or cancel the Mandate without providing at least thirty (30) days' prior written notice to Lender. If the Mandate is withdrawn or cancelled with proper notice and approved by Lender, the Borrower agrees to ensure payments are made through alternative methods and to provide Lender with all necessary documentation to reflect such changes or to issue a new Mandate immediately.
 - 2.15.4 The Mandate provided to Lender shall remain in effect until the full repayment of the Loan, including all Interest Amounts, Charges, penalties, or any other amounts due to Lender.
 - 2.15.5 The Borrower shall issue a new Mandate promptly if the Loan is restructured or if the existing Mandate becomes incorrect, lost, or misplaced, or if other circumstances arise requiring modification of the Mandate. In the interim, the Borrower shall continue making payments through Alternative Payment Channels.
 - 2.15.6 In the event of a dishonored transaction initiated through the Mandate, the Borrower authorizes Lender to resubmit the Mandate to the Borrower's bank for clearance/payment at Lender's sole discretion, without prior notice to the Borrower.
 - 2.15.7 Lender is authorised to debit the bank account of the Borrower before the respective Due Date(s) in the event such Due Date(s) falls on a bank holiday.
- 2.16 **Payment Through Alternate Channels:** If the Borrower opts to make payments through an Alternate Payment Channel or any other mode approved by Lender, the Borrower agrees to the following:
- 2.16.1 Payments shall be made only to individuals or agencies authorized in writing by Lender.
 - 2.16.2 Any fees or costs charged by such authorized individuals or agencies for processing payments shall be borne solely by the Borrower.
- 2.17 **Liability for Payment Delays:** Lender shall not be responsible for any delays or failures in the payment of Monthly Instalments resulting from the loss or damage of the Mandate, issues with the collecting or processing bank, or any discrepancies or malfunctions of the payment outlets or kiosks used by the authorized individuals or agencies. The Borrower shall be liable for any delayed charges imposed by Lender. The Borrower acknowledges and agrees that such delays or failures do not affect the Borrower's obligation to repay the Loan, including the Interest Amount, fees, and other Charges. The Borrower is solely responsible for ensuring that Monthly Instalments are paid on time.

- 2.18 **Adjustment of Monthly Instalments:** Notwithstanding any provisions in these Loan Terms or other Loan Documents (including the Loan Sanction), the Lender reserves the right to increase the number of Monthly Installments and/or adjust the amounts of such Installments under the following circumstances, in compliance with Applicable Laws or regulatory directives:
- 2.18.1 Changes in stamp duty or the introduction of any direct or indirect taxes, duties, cesses, or other charges imposed by any government authority.
 - 2.18.2 At the written request of the Borrower, made in accordance with regulatory directives.
 - 2.18.3 The Lender will determine the manner and extent of any adjustments, which may take effect either prospectively or, if required by government authorities, retrospectively. The Borrower agrees to issue a new Mandate or utilize alternative payment channels as directed by the Lender to accommodate these changes and to pay any applicable charges or fees communicated by the Lender or listed on the Lender's website.
- 2.19 **Application of Payments:** Unless otherwise decided by Lender at its sole discretion, any amounts paid or prepaid by the Borrower, whether as Monthly Instalments or otherwise, will be applied in the following order:
- 2.19.1 First, to any overdue Interest amount and Loan Principal.
 - 2.19.2 Next, the remaining balance of the Interest Amount and Loan principal is due for the current month.
 - 2.19.3 Finally, any Charges and Borrower/s' Dues due and payable.
- 2.20 **Unconditional Repayment Obligation:** The Borrower acknowledges and agrees that they are solely responsible for the repayment of the Outstanding Balance of each Loan as it becomes due. The Borrower agrees to make such repayments without requiring any notice, demand, or intimation from Lender. The Borrower undertakes not to withhold or delay payments demanded by Lender, including Monthly Instalments or any other amounts payable, on any grounds or disputes, including but not limited to disputes regarding the computation of Interest Amount or Monthly Instalments.
- 2.21 **Free-Look Period:** To provide you with peace of mind, Lender offers a Free-Look Period. During this 15-day period starting from the Effective Date specified in your Loan Documents, you have the option to repay the entire Outstanding Balance of your Loan without incurring any prepayment penalties or additional charges. Please note that any fees paid before the Loan approval are non-refundable and will not be adjusted against the Outstanding Balance. If you choose to prepay after this 15-day period, standard prepayment terms and conditions will apply as outlined by Lender.
- 2.22 **Processing and Documentation Fees:** The Borrower agrees to pay all applicable fees, including Processing Fees, Documentation Fees, and Charges, as specified in the Loan Documents including Loan Sanction and or Key Fact Statements. These fees are due on time as outlined in the terms of your Loan.
- 2.23 **Late Payment and Additional Charges:** The Borrower understands that Delayed Charges, Direct Debit Bounce Fees, and any other relevant fees or penalties will apply if payments are delayed or missed, as outlined in the Loan Documents. Additionally, Lender reserves the right to update these fees and penalties periodically. Any changes will be communicated to the Borrower through updates on Lender's website or other designated communication channels.
- 2.24 **Notice for Pre-Payment:** Save otherwise provided in Clause 2.21 of these Loan Terms, If you wish to repay your Loan, or any part of it, please provide us with reasonable written notice in advance. This notice is essential for us to process your request efficiently and ensure a smooth transaction.
- 2.25 **Pre-Payment Requirements:** When making a pre-payment, you are required to pay any due Monthly Instalments up to the date of pre-payment, including any applicable penalties and charges as specified in the Loan Documents or outlined in these Loan Terms and the outstanding principal amount of the Loan, calculated on a reducing balance basis as detailed in Clause 2.5. Additionally, please be aware that any pre-payment must be made after the expiry of the minimum moratorium period stated in your Loan Documents and may be subject to a pre-payment penalty as specified for your Loan.
- 2.26 **Demand for Immediate Repayment:** Regardless of the repayment schedule or terms outlined, Lender reserves the right to demand immediate repayment of the entire Outstanding Balance if instructed to do so by a regulatory authority or a court of law. Upon such demand, you must promptly pay the full Outstanding Balance. Lender is also entitled to offset any amounts you may have with Lender or its affiliates against your outstanding Loan balance.
- 2.27 **Demand Promissory Note:** If you have signed a Demand Promissory Note in favor of Lender for the total Loan amount and any accrued interest, you agree that Lender may handle and process this Note as needed. By doing so, you also agree to waive any requirement for Lender to formally present the Note to you or provide notice if the Note is dishonored.

- 2.28 **Communication and Consent:** These Loan Terms apply to all methods of communication provided by Lender for Loan services, including telephone (whether through human interaction or automated voice response), fax, email, SMS, mobile applications, online portals, and any other available channels (collectively referred to as “**Contact Options**”). By using these Contact Options, any consent or agreement you provide, including but not limited to your acceptance of the Loan Documents and these Loan Terms, will be considered valid and binding. Lender may allow you to apply for and manage loans or access various services through these Contact Options. Any applications or requests you make—whether for loans, acceptance of terms, or service orders—will be considered valid and binding once approved by Lender. You authorize Lender to process all instructions, applications, or requests you submit through these Contact Options as per the terms of these Loan Terms. Additionally, you agree that any documents sent by Lender through these Contact Options, including the Loan Documents and related documents, will be deemed valid and enforceable.
- 2.29 **Use of Contact Options and Receipt of Communications:** By referring to or utilizing any of the Contact Options provided by Lender, you affirm that you are using these services for their intended purpose and not for any malicious intent. You agree that the phone number, email address, and other contact details you provide, either in your Loan Application or otherwise, are exclusively yours. You also acknowledge that any documents, including the Loan Documents or other related information, will be considered as received by you if they are sent by Lender to the contact details you have provided. This includes delivery by physical mail (via courier, post, or hand delivery) or electronic communication (to your email address, mobile number, online customer portal, fax number, or other contact methods provided).
- 2.30 **Acceptance of Instructions and Use of Contact Options:** By using any of the Contact Options provided by Lender, you acknowledge that Lender has full discretion to accept or reject instructions related to your Loan application or service requests. Lender may choose not to act on any instructions based on its discretion, and the range of services available through these Contact Options may vary over time. You agree that Lender has the right to modify or discontinue any of these Contact Options at any time. Lender will notify you of such changes via email, SMS, phone call, the online customer portal, or its website. Continued use of the Contact Options or related services after such notifications will indicate your acceptance of any updated terms and conditions. For telephone communications, including automated voice responses (AVR), SMS, mobile applications, and the online customer portal, Lender may require you to use a password or answer security questions to verify your identity. You are responsible for maintaining the confidentiality of your password and any identification numbers provided to you. You must ensure that no unauthorized person gains access to your account using your password. Lender may record and store all your electronic communications, including telephone calls, emails, SMS, and mobile app interactions, for security and record-keeping purposes. These recordings may be used as evidence of your acceptance of the Loan terms, including fees, interest rates, and repayment schedules. Such records may also be presented in legal proceedings if necessary.
- 2.31 **Contact Options Authorization:** The Borrower agrees that only they, and not any nominee or third party, will provide instructions via the Contact Options available. Lender will not accept instructions from anyone other than the Borrower, and the Borrower must ensure that no one else is authorized to use these Contact Options on their behalf. The Borrower acknowledges and accepts the risks involved in sending instructions through Contact Options for Loan applications or fund transfers. The Borrower understands that providing personal details as requested by Lender will serve as sufficient proof of identity for Lender to act on their instructions. The Borrower authorizes Lender to process instructions for fund transfers received via Contact Options, provided these instructions appear to be issued by or are reasonably believed to be from the Borrower as identified in their Loan Application or related documents. The Borrower agrees that Lender’s records, whether electronic, written, or otherwise, are conclusive and binding. The Borrower will not dispute the validity of transactions related to their Loan(s) based on these records. Before utilizing any Contact Options, the Borrower must review and electronically agree to (i.e., “sign”) the relevant terms and conditions and/or disclosures. Lender may provide the Borrower with a user password for access to their Loan details. The Borrower agrees to the following:
- 2.31.1 **Confidentiality:** The Borrower must keep the user password confidential and take steps to prevent any unauthorized person from discovering it.
 - 2.31.2 **Access and Verification:** Lender may allow the Borrower to access their Loan details and verify statements using the provided user password at Lender’s discretion.
 - 2.31.3 **Loss or Theft:** If the user password is lost, stolen, or disclosed, the Borrower must notify Lender immediately, and no later than 48 hours after the incident.
- 2.32 **Assignment and Sub-Contracting:**
- 2.32.1 **Transfer of Rights and Obligations:** Lender has the right to sell, transfer, assign, or securitize its rights and obligations under this agreement to any third party without needing the Borrower’s consent. Such actions will be binding on the Borrower, who agrees to fulfill all obligations, including payment of the Outstanding Balance, to the new party. The Borrower acknowledges that any new holder of these rights will have the authority to collect payments related to the Loan.
 - 2.32.2 **Sharing of Information:** Lender may share all relevant information and documents about the Borrower and the Loan,

- including any details related to defaults, with the party to whom Lender transfers its rights and obligations. The Borrower agrees to this sharing of information and acknowledges that they have no objections to such disclosures.
- 2.32.3 **Appointment of Representatives:** The Borrower acknowledges and agrees that Lender may appoint one or more representatives, who may or may not be employees of Lender, to exercise Lender's rights under these Loan Terms. These representatives may handle tasks related to the administration, processing, collection, and recovery of the Outstanding Balance on behalf of Lender. The Borrower consents to providing these representatives with necessary information about the Loan and any defaults.
- 2.32.4 **Borrower's Restrictions:** The Borrower may not assign or subcontract any of their rights or obligations under this agreement to another person without first obtaining written consent from Lender.
- 2.33 **Events of Default:** The Borrower will be considered in default under this agreement if they fail to meet any of the obligations outlined in these Loan Terms or any related Loan Documents. Default events include, but are not limited to, the following circumstances:
- 2.33.1 **Misrepresentation or Non-Compliance:** Providing incorrect or misleading information to Lender, either verbally or in writing, or failing to provide requested information as required by Lender.
- 2.33.2 **Unauthorized Use of Loan:** Utilizing the Loan for illegal, money laundering and terrorist financing activities, speculative purposes, or any purpose not approved by relevant government authorities.
- 2.33.3 **Breach of Covenants:** Failing to adhere to any terms or conditions set out in these Loan Terms or related Loan Documents, or if any of the Borrower's representations or warranties prove to be false, invalid, or misleading.
- 2.33.4 **Insolvency Actions:** Taking steps toward insolvency, such as having a receiver or trustee appointed over assets, declaring insolvency, or being declared insolvent by a court or other authority.
- 2.33.5 **Criminal Prosecution:** Being prosecuted for a criminal offence.
- 2.33.6 **Missed Payments:** Failing to make timely payments on Monthly Instalments, Interest Amount, Charges, or any other amounts/ fees due to Lender.
- 2.33.7 **Other Defaults:** Any other event or circumstance that could materially affect the Borrower's ability to meet their obligations under these Loans Terms or that may prejudice Lender's interests.
- 2.34 **Remedies in Case of Default:** The Borrower acknowledges that Lender has certain rights and remedies in the event of a default under these Loan Terms or as provided by Applicable Laws. These rights become enforceable immediately upon the occurrence of a default. Specifically:
- 2.34.1 **Delayed Charges:** If the Borrower fails to make a payment, including any Monthly Instalments or other dues, by the due date, Lender may charge and collect penalties and additional fees for the delayed payment. These charges will be calculated from the due date as outlined in the Loan Documents.
- 2.34.2 **Recall of Outstanding Balance:** Lender has the right to demand immediate repayment of the entire Outstanding Balance if the Borrower defaults. This means that the Borrower may be required to repay the full amount due right away.
- 2.34.3 **Lien and Right of Set-Off:** Lender has the right to a lien on and set-off against any refunds or payments due to the Borrower from Lender, and any other funds, securities, deposits, or assets belonging to the Borrower held by Lender (as applicable). Lender may use these rights to settle any outstanding dues without further notice to the Borrower.
- 2.34.4 **Direct Salary Deductions:** If the Borrower fails to make payments through the agreed methods, Lender may require the Borrower to instruct their employer to transfer a specified amount from their salary directly to Lender for Loan repayment. The Borrower authorizes Lender to approach the employer to facilitate this payment.
- 2.34.5 **Legal Proceedings:** Lender may initiate legal proceedings, including arbitration as outlined in Clause 2.41 of these Loan Terms or through a court of law, to enforce its rights under applicable laws. The Borrower agrees to cover all associated costs, including legal fees, court fees, and other expenses related to these proceedings.
- 2.34.6 **Additional Rights:** Lender retains all other rights available under these Loan Terms, any related documents (including the Loan Summary), and applicable laws.
- 2.35 **Enforcement of Rights in Case of Default:**
- 2.35.1 **Notice of Default:** Should the borrower fail to meet their obligations, Lender will issue a written notice detailing the default and requesting payment of all outstanding amounts. If the borrower does not make the payment within seven days from the notice date, Lender reserves the right to recover the loan amount or any other outstanding Charges from the borrower.
- 2.35.2 **Right of Entry and Recovery:** If the borrower fails to comply with Lender's repayment request, Lender has the right, as permitted by Applicable Laws, to enter any location or address to seek repayment of the loan amount and any other due Charges.
- 2.35.3 **Disclosure of Borrower Information in Case of Default:** In the event that the Borrower fails to repay any amount due under the Loan, including interest, on the specified Due Date(s), Lender, in conjunction with the RBI Directives, reserves the right to disclose or publish information regarding the Borrower and the Loan, including details of the default. This disclosure may be made to other banks, financial institutions, Credit Information Companies ("CICs"), or any other authorized agency. The

disclosure will be conducted in accordance with Applicable Laws and may occur through various mediums as determined by Lender or the RBI at their sole discretion. By entering into these Loan Terms and Loan Documents, the Borrower explicitly consents to the disclosure, processing, and use of such information by Lender, the RBI, and relevant CICs. This consent is given in acknowledgement of the Borrower's understanding of the potential impact of such disclosures on their creditworthiness and financial reputation. In this case, Lender, including its officers, agents, or nominees, LSP, shall not be held responsible for any reputational loss, any other damage, limitation, or depreciation experienced by the Borrower related to the Loan.

- 2.36 **Notice:** The Borrower acknowledges and agrees that any document, notice, communication, email, message or demand required to be provided by Lender under these Loan Terms or Applicable Laws shall be deemed duly delivered and binding if sent by Lender using any of the contact options namely a) **Personal Delivery** - when delivered in person, b) **Postal Service:** two business days after being deposited in the post, c) **Courier Service:** Two business days after being handed over to the courier and d) **Electronic Communication** - immediately upon being sent via email, SMS, fax, or posted on an online customer portal or any application or website used by the Lender. These methods are considered effective means of communication to ensure that the Borrower is promptly informed. The Borrower is responsible for regularly checking their preferred communication channels and ensuring that Lender has up-to-date contact information. Lender may also send notices to any additional addresses that become known to it. If Lender notifies the Borrower of a change in its address, the Borrower agrees to send any future notices to the new address as well. Notices from the Borrower to Lender should be sent by personal delivery or registered post or dedicated email id's disclosed in the Loan Documents or its website and will be considered delivered only upon actual receipt by Lender.

2.37 **Utilization of Loan:**

- 2.37.1 **Prohibition of Illegal, Immoral, and Prohibited Activities:** The Borrower agrees that no part of the Loan shall be used for any illegal activities, immoral purposes, gambling, lottery, races, speculative ventures, or similar activities. Furthermore, the Borrower affirms that the Loan will not be used, directly or indirectly, for any activities related to money laundering, terrorist financing, or any other illegal financial or other related activities. The Borrower also agrees that the Loan funds will not be used to make donations to any political party or to fund any activities by political parties, as prohibited under the Prevention of Money Laundering Act (PMLA), 2002 including Applicable Laws.
- 2.37.2 **Lender's Role and Disclaimers:** The Borrower acknowledges that the Lender is solely a financial institution that is providing financial assistance to the Borrower at their express request and does not provide or endorse any goods, services, or courses that the Borrower may choose to finance using the Loan. If the Loan is used for availing an Educational Course from an Educational Institute, the Lender does not represent or guarantee the quality, effectiveness, or suitability of such a course. The responsibility for evaluating and selecting any goods, services, or Educational Course financed through the Loan rests solely with the Borrower. The Lender's role is limited to providing financial assistance and does not assume any liability for the performance, outcomes, or quality of any goods, services, or courses financed.
- 2.37.3 **Risk and Liability:** The Borrower assumes full responsibility for the use of the Loan, including using the same for personal purposes, availing an Educational Course from an Educational Institute, or for any other purpose. If the Borrower uses the Loan to avail an Educational Course, the Borrower accepts full responsibility for any issues related to the performance, delivery, or quality of the course provided by the Educational Institute. The Lender will not be liable for any claims, losses, or expenses resulting from such issues, including dissatisfaction with course content, instructional quality, or failure of the Educational Institute to meet its obligations. Similarly, if the Loan is used for any personal purpose, the Lender is not liable for the quality, performance, or delivery of any goods or services acquired by the Borrower. Any disputes arising from such transactions will not entitle the Borrower to withhold or delay payments to the Lender under these Loan Terms or Loan Documents.
- 2.37.4 **Handling Issues with Educational Course:** If the Educational Course financed with the Loan are found to be low quality or effectiveness, or suitability of, such as not meeting the agreed-upon standards or terms outlined by the Educational Institute, the Borrower must promptly inform Lender or its LSP of such issues and seek resolution directly with the Educational Institute. This may include requesting a refund, course replacement, or any corrective action from the Educational Institute. The Borrower shall not deduct any costs or amounts associated with resolving these issues from any payments due to Lender.
- 2.38 **Declarations by the Borrower:** The Borrower makes the following representations and warranties to Lender as of the date of these Loan Terms, and these representations and warranties will be repeated daily until the Borrower has fully repaid the Outstanding Balance to Lender's satisfaction:
- 2.38.1 **Validity and Binding Nature of Loan Terms:** The Borrower confirms that these Loan Terms, along with all associated Loan Documents, shall be valid and binding obligations, enforceable in accordance with their terms. This shall remain so until

Lender issues a written certificate confirming that the Borrower has fully discharged all liabilities under the Loan to Lender's satisfaction.

- 2.38.2 **Compliance with Existing Agreements:** The Borrower warrants that taking out this Loan from Lender does not violate any covenants, conditions, or stipulations of any existing agreements the Borrower has with third parties.
- 2.38.3 **Accuracy of Information:** The Borrower declares that all information provided, whether verbally, in writing, or through any communication channels, and all documents submitted with the Loan Application or during the execution of these Loan Terms, are true, genuine, and accurate. The Borrower commits to providing any additional information requested by Lender in the future with complete accuracy and without delay.
- 2.38.4 **Non-Termination of Loan Terms:** The Borrower acknowledges that they do not have the right to terminate these Loan Terms until the entire Outstanding Balance has been repaid in accordance with Lender's directions.
- 2.38.5 **Consent to Communication:** The Borrower consents to Lender, or its authorized representatives, communicating with them via phone calls, SMS, emails, or other available communication methods regarding the status of the Loan(s), reminders, collections, or any other matters related to the Loan(s). These communications are exempt from the "Do Not Disturb" policy as per the Telecom Regulatory Authority of India ("TRAI") regulations. The Borrower permits Lender to contact them at a time as specified by the RBI guidelines, as amended from time to time. If the Borrower prefers a different contact time, they may inform Lender by calling the customer service support department.
- 2.38.6 **Consent to Disclosure of Information:** The Borrower agrees, consents, and permits Lender to disclose necessary or relevant information related to the Borrower and the Loan to the Borrower's family members (i.e., parents, spouse, children, siblings) or other persons whose details have been provided by the Borrower in the Loan Application Form or otherwise. This disclosure is permitted for any legal purpose required by Lender.
- 2.38.7 **Timely Payment of Instalments:** The Borrower undertakes to pay each of the Monthly Instalments on or before their respective Due Dates without any default.
- 2.38.8 **Notification of Changes:** The Borrower agrees to inform Lender within 7 days of any changes to their residential address, employment status, telephone numbers, or any other details provided to Lender. This notification can be made in writing or through any Contact Options provided by Lender.
- 2.38.9 **Disclosure of Legal Proceedings:** The Borrower confirms that there are no actions, suits, proceedings, or investigations pending or, to the Borrower's knowledge, threatened against them before any court or government authority that might materially adversely affect their financial and other affairs or question the validity or performance of these Loan Terms.
- 2.38.10 **Notification of Disputes Affecting Repayment:** The Borrower shall promptly inform Lender of any disputes that arise between the Borrower and any person or government authority that could affect their ability to repay the Loan as stipulated in these Loan Terms.

2.39 Other Conditions:

- 2.39.1 **Consent for KYC and Aadhaar Information:** The Borrower consents to Lender using and retaining the KYC documents submitted via Lender's website or applications. The Borrower also authorizes Lender to share and receive KYC information from the Central KYC Registry and UIDAI. By providing their proof of possession of Aadhaar, the Borrower permits Lender to authenticate and use their Aadhaar details for banking services and Aadhaar-based verification.
- 2.39.2 **Consent for Salary deductions:** The Borrower (if salaried) confirms and consents to this undertaking *"I undertake to provide my salary account bank statement for the period specified by Lender and any other details as required. I confirm that all information regarding my demographics, employment, and salary account is accurate. Should any of this information be found to be false by Lender, I undertake to immediately repay the loan amount to Lender."*
- 2.39.3 **Payment of Charges and Fees:** The Borrower(s) agree to pay all applicable charges, including non-refundable upfront transaction or processing fees, as well as any other fees or charges that may arise from time to time. These charges will be payable as specified in the Loan Terms or as notified by Lender.
- 2.39.4 **Consent for Pre-EMI Deduction:** The Borrower hereby consents to the deduction of the Pre-EMI amount from the Loan amount being disbursed. This consent authorizes Lender to make such deductions as part of the loan disbursement process.
- 2.39.5 **Third-Party Services:** The Borrower acknowledges and agrees that if they avail of any third-party services through Lender or its LSP, the fees or charges for such third-party services will be deducted from the Loan amount. Lender and its LSP shall not be liable for the quality or performance of the services provided by such third parties. The decision to use third-party products and services is entirely at the Borrower's discretion. Any changes or cancellations related to these third-party services must be managed directly with the respective third party in accordance with their terms and conditions. Lender and its LSP will not be responsible for any claims or damages arising from or related to the third-party products and services utilized by the Borrower.
- 2.39.6 **Consent for Communication and Data Sharing:** The Borrower hereby consents to Lender, its LSP, and third-party service providers using the information and data provided by the Borrower to contact them through any communication channel, including but not limited to email, telephone, SMS, and other methods. Additionally, the Borrower authorizes Lender to disclose this information to its affiliates, group companies, or their LSP and third-party service providers. This disclosure is

for the purpose of providing the Borrower with information and updates on various financial/investment products and offerings.

- 2.39.7 **Validity of Provisions:** If any part or provision of these Loan Terms or any related document becomes illegal, invalid, or unenforceable under applicable law, the remaining parts or provisions of the Loan Terms or such document shall continue to be valid and enforceable, provided they are not affected by the part or provision that has become illegal, invalid, or unenforceable.
- 2.39.8 **Amendments to Loan Terms:** Lender reserves the right to amend these Loan Terms or any other related document at its sole discretion. Any such amendment will take effect prospectively. The Borrower will be informed of any amendments through posting on Lender's website or via any Contact Options chosen by Lender. Amendments made by Lender will be binding and enforceable against the Borrower. If the Borrower disagrees with the amendments, they have the option to repay the Outstanding Balance within the period specified by Lender, as detailed on the website or as agreed with Lender.
- 2.39.9 **Discretionary Rights:** Lender retains the absolute discretion to exercise any or all rights available under these Loan Terms. If Lender chooses to exercise one right over another, this will not be construed as a waiver of the right to exercise the other option in the future.
- 2.39.10 **Compliance with Applicable Laws:** The Borrower agrees to comply with all applicable laws, including any amendments, modifications, or changes thereto, that may affect the Borrower. The Borrower shall indemnify Lender against any loss, claim, or expense incurred because of the Borrower's non-compliance with such laws.
- 2.39.11 **Precedence of Loan Documents:** In the event of any discrepancies between these Loan Terms and the Loan Documents, the terms and conditions stated in the Loan Documents shall prevail.
- 2.39.12 **Language of Documents:** If these Loan Terms or any related document is executed or referred to in a language other than English, the English version of these Loan Terms or such document will be deemed correct and final in the event of any dispute arising from the interpretation of any word, sentence, or clause in the other language.

2.40 Force Majeure

- 2.40.1 **Exemption from Liability:** Lender shall not be held liable for any delay or failure to comply with the terms of these Loan Terms if such delay or failure is caused by circumstances beyond its reasonable control and without fault on its part. This includes, but is not limited to, events such as fire, war, insurrection, pandemic, government restrictions, acts of terrorism, computer system failures, or other acts of God ("**Force Majeure Event**").
- 2.40.2 **Mitigation Efforts:** Despite the occurrence of a Force Majeure Event, Lender shall use due diligence to mitigate the effects of such events on the performance of its obligations under these Loan Terms.

2.41 Settlement of Disputes and Governing Law

- 2.41.1 **Amicable Settlement and Arbitration:** Any disputes or differences arising out of or relating to these Loan Terms shall first be attempted to be resolved amicably between Lender and the Borrower. If a resolution cannot be reached, the dispute shall be referred to a sole Arbitrator appointed exclusively by Lender, with no objection from the Borrower. The arbitration will be conducted in accordance with the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof, and the rules made thereunder. The Arbitrator's award shall be final, conclusive, and binding on both parties. The arbitration proceedings will take place in Bengaluru and will be conducted in English.
- 2.41.2 **Governing Law and Jurisdiction:** These Loan Terms, and any related Loan Documents, shall be governed by the laws of India including Applicable Laws. The courts in New Delhi shall have exclusive jurisdiction over all matters related to the interpretation and enforcement of these Standard Terms and any related documentation.

2.42 Acceptance:

- 2.42.1 The Borrower confirms that they have thoroughly reviewed, understood, and agreed to all terms and conditions outlined in these Loan Terms, including details related to the Loan, Lender's method for calculating Monthly Installments, and applicable charges. The Loan Terms and any associated documents have been explained to the Borrower in a language they understand, and the Borrower acknowledges comprehension of all clauses contained herein.
- 2.42.2 The Borrower acknowledges that Lender has agreed to provide the Loan based solely on the representations and warranties made by the Borrower, as well as the Borrower's commitment to adhere to the terms set forth in these Loan Terms and Loan Documents.

****End of the Loan Terms Document****

DOB Declaration - Applicant

Date:

I _____ me S/O W/O D/O

Residence of

do hereby declare as under:

1. That I am the citizen of India
2. That I hereby declare that my Date of Birth mentioned in PAN Card i.e _____ is correct and same is used for all the official purposes.
3. This is my true and correct statement.

Thank You.

DOB Declaration - Co-Applicant

Date:

I _____ me S/O W/O D/O

Residence of

do hereby declare as under:

1. That I am the citizen of India
2. That I hereby declare that my Date of Birth mentioned in PAN Card i.e _____ is correct and same is used for all the official purposes.
3. This is my true and correct statement.

Thank You.

Declaration / घोषणा पत्र

Sr	Language / भाषा	Declaration
1.	English	I have understood all the terms and conditions of the agreement which have been explained to me in the language that I understand.
2.	Hindi	मैंने अनुबंध के नियम व शर्तें समझ ली हैं, जो मुझे अपनी ज्ञात भाषा में समझाए गए हैं.
3.	Marathi	मला करारनाम्याच्या सर्व अटी व शर्ती समजल्या आहेत, ज्या मला कळणार्या भाषेमध्ये समजावून सांगण्यात आल्या आहेत.
4.	Gujarati	મે કરારના મને સમજાય તે ભાષામાં સમજાવવામાં આવેલા સર્વ નિયમો અને શરતો સમજી લીધા છે.
5.	Bengali	আমি চুক্তির সমস্ত নিয়ম ও শর্ত বুঝে নিয়েছি যা আমার বোধগম্য ভাষায় আমাকে বিশ্লেষণ করা হয়েছে।
6.	Assamese	মই এই চুক্তিৰ সকলো নিয়ম আৰু চৰ্ত বুজি পাইছো আৰু এইবিলাক মই বুজিপোৱা ভাষাত মোক বুজাই দিয়া হৈছে।
7.	Oriya	ମୁଁ ଏହି ରାଜିନାମାର ସମସ୍ତ ସର୍ତ୍ତ ଓ ନିୟମାବଳୀ ବୁଝିଛି, ଯାହାକି ମୋତେ ମୁଁ ବୁଝୁଥିବା ଭାଷାରେ ବୁଝାଇ ଦିଆଯାଇଛି ।
8.	Punjabi	ਮੈਂ ਇਕਰਾਰਨਾਮੇ ਦੇ ਸਾਰੇ ਨਿਯਮਾਂ ਅਤੇ ਸ਼ਰਤਾਂ ਨੂੰ ਸਮਝ ਲਿਆ ਹੈ ਜੋ ਮੇਰੀ ਸਮਝ ਵਿੱਚ ਆਉਣ ਵਾਲੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮੈਨੂੰ ਵਿਖਾਇਆ ਸਹਿਤ ਸਮਝਾ ਦਿੱਤੇ ਗਏ ਹਨ।
9.	Tamil	ஒப்பந்தத்தின் விதிமுறைகள் மற்றும் நிபந்தனைகள் அனைத்தும் எனது மொழியில் விவரிக்கப்பட்டன. அவற்றை நான் புரிந்துகொண்டேன்.
10.	Telugu	అగ్రిమెంట్‌లోని నియమ నిబంధనలన్నీ నాకు అర్థమయ్యే భాషలో వివరింపబడ్డాయి. నాకు అవన్నీ అర్థమయ్యాయి.
11.	Kannada	ನಾನು ಒಪ್ಪಂದದ ಎಲ್ಲಾ ನಿಯಮ ಮತ್ತು ನಿಬಂಧನೆಗಳನ್ನು ತಿಳಿದುಕೊಂಡಿದ್ದು ಅವನ್ನು ನನಗೆ ತಿಳಿಯುವ ಭಾಷೆಯಲ್ಲಿ ನನಗೆ ವಿವರಿಸಲಾಗಿದೆ.
12.	Malayalam	എനിക്കു മനസ്സിലാകുന്ന ഭാഷയിൽ എനിക്കു വിശദീകരിച്ചു തന്ന കരാറിന്റെ എല്ലാ വ്യവസ്ഥകളും ഉപാധികളും എനിക്കു മനസ്സിലാകുകയുണ്ടായി.
13.	Konkani	माका समजता त्या भाशेन कराराचो सोगळ्या अटी व सर्ती स्पष्ट करोन सांगल्या आनी त्या माका कळल्या आसा.
14.	Urdu	میں نے اقرار نامے کے تمام قواعد و شرائط کو سمجھ لیا ہے جو میری سمجھ میں آنے والی زبان میں مجھے سمجھا دیئے گئے ہیں۔