

Awareness for Edgro's Stakeholders

[As per Paragraph F of the Reserve Bank of India's Directives on Prevention of Financial Frauds via Voice Calls and SMS – Regulatory Prescriptions and Institutional Safeguards, dated January 17, 2025 (hereinafter referred to as the "RBI TRAI Directives")]

In line with the RBI TRAI Directives, **Edgro Finance Private Limited ("the Company")** is actively taking measures to raise awareness among its customers—across all regions and in local languages—regarding steps to be taken in various scenarios to safeguard against fraud and improve communication transparency.

1. **Introduction of TRAI's 160 Number Series:** The **Telecom Regulatory Authority of India (TRAI)** has introduced the **160-number series**, aimed at enhancing customer safety. This number range is exclusively reserved for *genuine service and transactional calls*, enabling customers to instantly identify legitimate communications from trusted service providers.
2. **What the 160 Number Series Means for You**
 - a) **Reduced Spam** – Say goodbye to unwanted promotional calls.
 - b) **Authentic Caller ID** – Instantly recognize when it's really us.
 - c) **Lower Fraud Risk** – Stay safe from phishing and scam calls.
 - d) **Greater Trust** – Benefit from a transparent and secure communication experience.
3. **Steps Taken:** To align with TRAI's directives and enhance customer safety, the Company has taken following actions:
 - a) Migrating to TRAI-approved 160-series numbers for all service-related calls to build trust and encourage better customer engagement.
 - b) Notifying customers through SMS, email, and updates on our official website.
 - c) Training our teams for a seamless transition.
 - d) Ensuring full compliance with TRAI regulations in both letter and spirit.
 - e) **DND (Do Not Disturb) Registration:** Customers may block or customize commercial communication preferences via their Telecom Service Provider's app/website, the TRAI DND App, or by calling/SMS to 1909.
 - f) **Verified Service Numbers:** Customers will soon receive service calls exclusively from our 160-series numbers. We recommend saving these numbers for easy identification.
4. **Understanding the 140 Number Series:** While the 160-series is designated for service and transactional calls, TRAI has mandated that **140-series numbers** are to be used solely for **promotional and telemarketing communications**.
5. **What the 140 Number Series Means for You**
 - a) **Your Consent Matters** – You will only receive promotional calls if you've opted in and are not registered for DND.
 - b) **Verified Telemarketers Only** – Promotional calls will originate strictly from TRAI-registered telemarketers.
 - c) **Secure Promotions** – No unauthorized links, APKs, or callback numbers will be sent unless pre-approved by TRAI.
6. **Safety Tips for Customers**
 - d) Never share your OTP, PIN, or sensitive personal information over phone calls.
 - e) Register for DND to block unwanted promotional calls.
 - f) Report suspicious calls or messages at sancharsathi.gov.in.
7. **Our Commitment: A Spam-Free Future:** The Company stands in full support of TRAI's efforts to create a secure, transparent, and spam-free communication ecosystem. By adopting the 160-series for service calls and strictly adhering to the 140-series for promotional content, we are dedicated to protecting our customers and building a communication system based on trust and reliability.
8. **Need Assistance?** For any queries or support, please contact:
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Edgro Finance – Committed to Safe, Transparent, and Reliable Communication.