



Fort Finance Limited

A Wing, 304/305, 3rd Floor, Rustomjee
Central Park, Opp. Kanakiya
Wall Street, Andheri (East),
Mumbai – 400059

CIN : U6720MH1995PLC088259

www.fortfinance.in | customercare@fortfinance.in

FAIR PRACTICES CODE

INTRODUCTION

FORT FINANCE LIMITED (FFL) is a public company, having Corporate Identification Number (CIN) U67120MH1995PLC088259 and is registered with the Reserve Bank of India as Non-Banking Financial Company– Investment and Credit Company (NBFC-ICC). FFL has been classified as a NBFC - Base Layer as per the Scale Based Regulations (SBR) and has a valid Certificate of Registration (CoR) number 13.00666 issued on 20/04/1988 by the Reserve Bank of India enabling the Company to carry on its business as a Non-Banking Finance Company.

The Company has framed and adopted this Fair Practices Code pursuant to the RBI Circular No. RBI/2015-16/16 DNBR (PD) CC.No.054/03.10.119/2015-16 dated July 1, 2015 vide which the RBI has revised the guidelines on Fair Practices Code for NBFCs as per the Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2025, which sets the fair practice standards while dealing with customers. The Code has been prepared based on the aforesaid revised guidelines issued by the RBI.

OBJECTIVES OF THE CODE

The Fair Practices Code has been developed to ensure:

1. Fair and reasonable dealings with its Customer/Borrower in relation to financial facilities and services offered by the Company, so as to enable them to take an informed decision;
2. Maintain transparency by ensuring requisite disclosures are made, as may be relevant to the Customer/Borrower and as prescribed by the Reserve Bank of India (RBI) from time to time;
3. Provide adequate information to the Customer/Borrower in relation to financial facilities and services in a simple manner and in English and/or a local vernacular language as understood by the Customer/Borrower;
4. Explaining financial implications of the transactions, if any;
5. Deal quickly and systematically with things that go wrong, by correcting mistakes, handling and resolving Customer/Borrower's complaints efficiently and guiding them.



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APPLICABILITY

The Code shall apply to all employees, officers, directors, Key Managerial Personnel, if any of the Company and any other persons/vendors/associates/agents etc. authorized to represent the Company in the course of its business.

APPLICATIONS FOR LOANS AND THEIR PROCESSING:

1. All communications to the Customer/Borrower shall be in the vernacular language or a language as understood by the borrower;
2. Loan application forms shall be made available in English and at the request of the Customer/Borrower be explained and made understood in the vernacular language as understood by the applicant.
3. Loan application forms issued by the Company shall include necessary information which affects the interest of the Customer/Borrower, so that a meaningful comparison with the terms and conditions offered by other Company can be made and informed decision can be taken by the Customer/Borrower. The loan application form shall indicate the documents required to be submitted with the application form.
4. The Company shall devise a system for acknowledging receipt of all loan applications. Such acknowledgement shall indicate the expected time frame within which the application will be processed, wherever feasible. Further the loan application shall be disposed of within time period of up to 30 days or such time as mutually agreed upon with the customer after receiving all the required documents from the customer.
5. The Company reserves the right to call for additional details/documents from the Customer/Borrower as it deems fit.

LOAN APPRAISAL AND TERMS/ CONDITIONS

1. The Company shall carry out obligatory due diligence while processing any application.
2. The Company shall convey in writing to the Customer/Borrower in the vernacular language as understood by the borrower by means of a Sanction Letter/Term Sheet or otherwise, the amount of loan sanctioned along with the terms and conditions including annualized rate of



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interest and method of application thereof and keep the acceptance of these terms and conditions by the Customer/Borrower on its record.

3. The complaints received against NBFCs generally pertain to charging of high interest/penal charges, thus, the Company shall mention the penalties charged for late repayment in bold in the loan agreement.
4. The Company shall furnish a copy of the loan agreement in English or the vernacular language as understood by the Customer/Borrower along with a copy each of all enclosures quoted in the loan agreement to all the customers/borrowers at the time of sanction/disbursement of loans.
5. The Company shall comply with the instructions contained in the circular on 'Key Facts Statement (KFS) for Loans & Advances' dated April 15, 2024, as amended from time to time (format of KFS as given in the circular termed as "Annex XXVII").

The Company shall ensure that the Key Fact Statement is provided to the borrower before execution of the loan agreement in accordance with RBI directions

DISBURSEMENT OF LOANS INCLUDING CHANGES IN TERMS AND CONDITIONS

1. The Company shall, at the time of disbursement communicate to the Customer/Borrower by means of a Sanction Letter/Term Sheet.
2. The Company shall give notice to the Customer/Borrower in the vernacular language or a language as understood by the borrower of any change in the terms and conditions including disbursement schedule, interest rates, service charges, prepayment charges etc.
3. The Company shall also ensure that changes in interest rates and charges are effected only prospectively provided a suitable condition to that effect has been adequately incorporated in the loan agreement.
4. Any decision to recall/accelerate payment or performance under the loan agreement shall be in consonance with the loan agreement.
5. The Company shall release all securities offered by the Customer/Borrower on repayment of all dues or on realization of the outstanding amount of loan subject to any legitimate right or lien for any other claim the Company may have against the customer/borrower. If such right of set off is to be exercised, the Customer/Borrower shall be given adequate notice of the



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same with full particulars about the remaining claims and the conditions under which the Company is entitled to retain the securities till the relevant claim is settled/paid.

GENERAL

1. The Company shall refrain from any interference in the affairs of the Customer/Borrower except for the purposes provided in the terms and conditions of the loan agreement (unless information, not earlier disclosed by the borrower, has been noticed).
2. In case of receipt of request from the Customer/Borrower for transfer of account, the consent or otherwise i.e., objection of the Company, if any, shall be conveyed within 21 days from the date of receipt of request. Such transfer shall be as per transparent contractual terms in consonance with law.
3. In the matter of recovery of loans, the Company shall not resort to undue harassment viz., persistently bothering the Customer/Borrower at odd hours, use muscle power for recovery of loans etc.
4. The staff of the Company shall be adequately trained to deal with the Customer/Borrower in an appropriate manner.
5. The Company shall not charge foreclosure charges/ pre-payment penalties on any floating rate term loan sanctioned for purposes other than business to individual Customer/Borrower, with or without co-obligant(s).

GRIEVANCE REDRESSAL MECHANISM

The Company has a system and a procedure for receiving, registering and redressing of complaints and grievances, as reproduced below:

1. Complaint

A Customer/Borrower may lodge his/her complaint pertaining to deviations from standard norms and practices, behaviour of personnel, products and services, non-adherence to Fair Practices Code, etc. to the Grievance Redressal Officer (GRO) i.e. the Mr. Paresch Radadiya Director of the company.



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The Customer/Borrower may submit their grievances:

A. Through Letter:

The Customer/Borrower may write to the Company at its Office, as per the details given below:

Grievance Redressal Officer (GRO) – Mr. Paresh Radadiya Director of the company:

Registered Address:

304, 3rd Flr, Rustomjee Central Park, Andheri Kurla Rd.,
Opp. Kanakia Wall Street, Andheri East,
Bandra Suburban, Mumbai – 400059

Corporate Office:

4th Floor, Rustom Building 29, Veer Nariman Road,
Fort, Mumbai, Maharashtra, India, 400001

The Office of the Company shall remain open during 09:30 a.m. to 06:00 p.m. from Monday to Friday, except public holidays.

B. Through E-mail:

The Customer/Borrower may also submit their grievances through email at customercare@fortfinance.in by giving full disclosures and details of the complainant. Complaints received by e-mail shall be acknowledged by e-mail.

The Customer/Borrower who has raised Grievance through any of the aforesaid mode, shall receive an acknowledgement of receipt of such complaint within 2 working days.

2. Redressal

The Complaints received through the aforementioned modes, shall be disposed of within a period of 1 month from the date of receipt of the Complaint.

If the complaint is not redressed within the aforementioned period, the customer may appeal to the Officer-in-Charge of the Regional Office of Reserve Bank of India having jurisdiction over the Registered Office of the Company, as notified by the RBI from time to time. Officer -in-Charge

Reserve Bank of India
General Manager/Deputy General Manager,



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Department of Non - Banking Supervision,
Cuffe Parade, Mumbai 400001

REPORTING TO THE BOARD OF DIRECTORS

1. A Summary of the Customer/Borrowers Grievance Report along with actions initiated and the status of the Complaint shall be reported to the Board of Directors every quarter. The report shall contain information like, the total number of complaints received, resolved and pending, with reasons thereof and any other material information, as required.
2. The grievance redressal mechanism shall ensure that all disputes arising out of the decisions of lending institution's functionaries are heard and disposed of at least at the next higher level.

DISCLOSURE

The Company shall for the benefit of its customers/borrowers, display the following information prominently, at its registered office and at all of its places of business:

Grievance Redressal Officer (GRO) i.e. Mr. Paresh Radadiya, Director of the company

E-mail: info@fortfinance.in

Tel: 8655444725

The Company shall also place the Fair Practices Code on the website of the Company.

THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

As per clause 2 (ii) of the Reserve Bank - Integrated Ombudsman Scheme, 2021:

All Non-Banking Financial Companies (excluding Housing Finance Companies) which:

- (a) are authorised to accept deposits; or
- (b) have customer interface, with an assets size of Rupees 100 crore and above as on the date of the audited balance sheet of the previous financial year; shall comply with the Integrated Ombudsman Scheme, 2021.

The company presently has customer interface but the asset size of the Company is below Rs. 100 crores as per the latest audited financial statements. Thus, the Company is not required to comply with the requirement of Integrated Ombudsman Scheme, 2021



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REGULATION OF EXCESSIVE INTEREST CHARGED BY NBFCs

The Company shall adopt an interest rate model taking into account relevant factors such as cost of funds, margin and risk premium and determine the rate of interest to be charged for loans and advances. The rate of interest and the approach for gradation of risk and rationale for charging different rate of interest to different categories of customers/borrowers shall be disclosed to the borrower or customer in the application form and communicated explicitly in the sanction letter.

COMPLAINTS ABOUT EXCESSIVE INTEREST CHARGED BY NBFCs

The Reserve Bank has been receiving several complaints regarding levying of excessive interest and charges on certain loans and advances by NBFC. Though interest rates are not regulated by the Reserve Bank, rates of interest beyond a certain level may be seen to be excessive and can neither be sustainable nor be conforming to normal financial practice thus, the Board of Directors of the Company shall lay out appropriate internal principles and procedures in determining interest rates and processing and other charges. In this regard, the guidelines indicated in the Fair Practices Code about transparency in respect of terms and conditions of the loans are to be kept in view.

LOAN FACILITIES TO THE PHYSICALLY/VISUALLY CHALLENGED BY NBFCs

The Company shall not discriminate in extending products and facilities including loan facilities to physically/visually challenged applicants on grounds of disability. All branches of the Company, if any, shall render all possible assistance to such persons for availing of the various business facilities. The Company shall include a suitable module containing the rights of persons with disabilities guaranteed to them by the law and international conventions, in all the training programmes conducted for their employees at all levels. Further, the Company shall ensure redressal of grievances of persons with disabilities under the Grievance Redressal Mechanism already set up by them.

AMENDMENT

The Board of Directors of the Company reserves the power to review and amend this Policy from time to time, subject to revision / amendment in accordance with applicable laws as may be issued by relevant statutory, governmental and regulatory authorities, from time to time.

Adoption/Amended	Authority	Date
Adoption	Board of Directors	29 th July 2026



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