



INFORMATION BOOKLET

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AKME STAR HOUSING FINANCE LIMITED

(CIN: L45201RJ2005PLC020463)

Regd. & Corporate Office:

4-5, 2nd Floor, Block C, Sub City Center,

Savina Circle, Udaipur-313202 (Rajasthan)

Phone: +91 0294-2489501-02

Website:- www.akmeststarhousing.com



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A. LIST OF PRODUCTS OFFERED BY THE COMPANY:-

- I. HOUSE PURCHASE LOAN
- II. HOUSE CONSTRUCTION LOAN
- III. HOUSE REPAIR, RENOVATION AND EXTENSION LOAN
- IV. PLOT CUM CONSTRUCTION LOAN
- V. TOP-UP LOAN AND;
- VI. OTHER LOANS

B. CUSTOMER SERVICE INFORMATION:

I. Key Interest Rates on loans offered:-

Products Offered	Interest Rates Range (Per annum) Fixed Rate* (%)
HOUSE PURCHASE LOAN	15 to 24
HOUSE CONSTRUCTION LOAN	15 to 24
HOUSE REPAIR, RENOVATION AND EXTENSION LOAN	15 to 24
PLOT CUM CONSTRUCTION LOAN	15 to 24
TOP-UP LOAN	15 to 24
OTHER LOANS	15 to 24

* The above card/standard rate of interest, may have some changes base on the profile of customer/property paper with the appropriate approvals

II. Types of Charges/ fees:-

Processing Charges	2% + GST (on the sanctioned value) to be collected before disbursement or deducted from first disbursement.
Service Charges	As per Clause C of the booklet

C. SERVICE CHARGES:-

List of Customer service charges pertaining to the Loan are as follows:-

UPFRONT CHARGES (CHARGES BEFORE DISBURSEMENT)	
Processing Charges	2% + GST (on the sanctioned value) to be collected before disbursement or deducted from first disbursement.
Non postal stamp/ stamp duty	As applicable law of the state
Non-encumbrance Certificate/ Search report	As per actual
Valuation/Technical Fee	Rs. 2000/- + GST
CERSAI : At the time of Disbursement: Creation of Charge	Rs. 300/- + GST (for loans>5 Lacs) and; Rs.300/- + GST (for loans<5 lacs) or as per the charges



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	levied by CERSAI
Post Disbursement Document (PDD) Charges	0.20% of Loan Amount
CUSTOMER SERVICE CHARGES :	
CERSAI : At the time of modification of charge (in case of top up)	Rs. 100/- + GST (for loans>5 Lacs) and; Rs. 50/- + GST (for loans<5 lacs) or as per the charges levied by CERSAI
Prepayment Charges	Part- Prepayment / Foreclosure of Home Loan on Variable/ Floating rate of Interest : No prepayment Charges. Part- Prepayment/ Foreclosure of Home Loan on fixed rate of interest : No prepayment charges, if loan is foreclosed through own source. However if the payment is made by borrowing from a bank/HFC/NBFC and/ or a Financial institution, The prepayment Charges are as follows: 1. 3%+ GST as applicable in Pre- closure Charges would be levied on principle o/s & all part prepayments done in case loan is closed within 12 months of the first Disbursement. 2. 2% + GST as applicable in pre-closure charges would be levied on principle o/s & all part prepayments done in last 12 months in case loan is closed after 12 months of the first disbursement.
Cheque/ ECS/ACH bounce charges (Per instrument/ Transaction)	Cheque return charge of INR 500/-+ GST as applicable per instrument is payable in case of a dishonored cheque or ECS or ACH
Late Payment Interest	3% Per month compound for no. of days delayed in EMI/PEMI payment
Duplicate No dues Certificate	Rs. 500/-+ GST
Copy of property Papers	Rs. 500/- + GST
Charges for Missed Due Date	Rs. 200/- + GST
Document Retrieval Charges	Rs. 500/- plus applicable taxes(GST) and/or other statutory levies
Cancellation Charges / Fees	1. If request received within 7 days of the disbursement: only Rs 1000/- + GST (cancellation Charges). 2. If request received after 7 days of the Disbursement: Rs 1000/- + GST (cancellation Charges) & PEMI till the cancellation request.
Duplicate Annual Account Statement, Provisional Certificate	Rs. 500/- + GST
Loan Prepayment / Closure (fully) statement / SOA/ repayment Schedule Charges	Rs. 500/- + GST
Each Personal Visit to customer's Place for collection of Dues	Rs. 250/- per visit plus applicable GST
Disbursement Cheque Cancellation & Re-issuance	Rs. 1000/- + GST (cancellation charges) & PEMI will be charged
Cheque/ ECS Swapping charges (per set)	
PDC to PDC	Rs. 1000/- + GST
PDC to ECS	NIL
ECS to ECS	Rs. 1000/- + GST



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ECS to PDC	Rs. 1000/- + GST
Complaint Handling Charges	NIL
CHARGES AT THE TIME OF FORECLOSURE	
Cash collection Charges (only FC)	Rs. 5/- of cash collection for Rs. 1000 + GST
CERSAI : At the time of Loan Closure :- Satisfaction of Charge (Removal of Lien)	NIL
Document Custodian Fees	Rs. 500/- + GST Per Month (Chargeable after 30 days of closure of the Loan Account)

D. GRIEVANCE REDRESSAL:-

At AKME STAR HOUSING FINANCE LIMITED , we believe in providing the best of services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Step1:

Please visit to the nearest AKME STAR HOUSING FINANCE LIMITED Branch and submit your complaints/grievance get your complaint logged in the “Complaint & Grievance Register” maintained at the branches (During the working hours from 10:300 A.M to 5:30 P.M).

We will respond to your complaint within 15 working days.

Step 2:

If you are still not satisfied with the resolution you receive, or you don't receive any response within 15 working days you can write, mail or call to the Nodal Officer of the company:-

Mr. Ashish Kothari
(Nodal Officer)

AKME STAR HOUSING FINANCE LIMITED

4-5, C Block, Sub City Center, Savina Circle, Udaipur-313002 E-Mail ID: ashfl.operation@gmail.com

Office: +91 0294-2489501-02 Mob:+91 9214452690

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days

Step 3:

If your complaint still remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of your complaints at below address:

**National Housing Bank,
Department of Regulation and Supervision, (Complaint Redressal Cell)**

4th Floor, Core- 5A, India Habitat Centre,
Lodhi Road, New Delhi – 110 003

The complainant can also approach the Complaint Redressal Cell by lodging its complaint at the link <https://grids.nhbonline.org.in>.

**E. CUSTOMER SERVICE INFORMATION**

- For any query and information you can connect the company through below modes between the Working Hours from 10:30 AM to 5:30 PM.
 - Contact to the Branch Manager of the Branch nearby you
 - Call to our Customer Care: +91 0294-2489501-02
- You can also write to us at ashfi.operation@gmail.com

F. OTHER SERVICES PROVIDED:-

Company provides No other Services other than has been loan offered in Clause A of the booklet in its ordinary Course of Business.

G. TIME NORMS FOR COMMON TRANSACTIONS:

The following norms are indicative Standard time norms for various common Transactions:-

Sr. No	Transactions	Time Norms
1	Loan Account Statement	Within 3 working days
2	Photocopy of the title documents	Within 15 working days
3	Cash Receipt of EMI	Over the counter
4	Foreclosure of Loan	Within 7 working days
5	Return of Original document on closure of the loan	Within 15 working days
6	No Objection Certificate	Within 15 working days

H. POLICY ON „KNOW YOUR CUSTOMER“ AND „ANTI-MONEY LAUNDERING MEASURES“:**INTRODUCTION**

The "Know Your Customer" (KYC) guidelines issued by the National Housing Bank aims at preventing the Housing Finance Companies (HFCs) from being used intentionally or unintentionally by criminal elements for committing financial frauds, transferring or deposits of funds derived from criminal activity or for financing terrorism. Accordingly, the Company had prepared the policy on „Know Your Customer and Anti-Money Laundering Measures“ which was applicable to all the Branches and duly complied with by all the Branch Managers, frontline staff, compliance staff and the staff dealing with the customers. The guideline being dynamic in nature was reviewed by National Housing Bank in light of subsequent developments including amendments in the Prevention of Money Laundering Act & Rules. As a consequence, the revised and amended Guidelines on “Know Your Customer” and “Anti Money Laundering Measures” have been provided for necessary approval and adoption. This amended policy document is in accordance with various guidelines issued by the National Housing Bank as also by our Company for proper identification of an account holder/ customer and for scrutiny/ monitoring of large value cash transaction or transaction of a suspicious nature.

1. OBJECTIVES OF KYC AND AML POLICY

- I. To lay down explicit criteria for acceptance of customers.
- II. To establish procedures to verify the bona-fide identification of individuals/ non individuals customers.



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- III. To establish processes and procedures to monitor high value cash transactions and /or transactions of suspicious nature.
- IV. To develop measures for conducting due diligence in respect of customers and reporting of such transactions.
- V. To manage the risk.

2. DEFINITION OF CUSTOMER

For the purpose of KYC policy, a “**Customer**” will be defined as :

- I. A person or entity that maintains an account and/or has a business relationship with the Company.
- II. One on whose behalf the account is maintained (i.e. the beneficial owner);
- III. Beneficiaries of transactions conducted by professional intermediaries such as Stock Brokers, Chartered Accountants, Company Secretaries, Solicitors etc. as permitted under the law, and
- IV. Any person or entity connected with a financial transaction which can pose significant reputation or other risks to the Company, say a wire transfer or issue of a high value demand draft as a single transaction.

3. CUSTOMER ACCEPTANCE POLICY (CAP)

The Company will have to ensure that elaborate standard procedures are in place on the following aspects of customer relationships in HFCs.

- I. No account is opened in anonymous or fictitious/benami name(s)
- II. Obtaining comprehensive information depending on the perceived risk and in accordance with the guidelines issued by the National Housing Bank regarding new customers at the initial stage
- III. Ascertaining the volume of turnover, social and financial status, etc. to enable categorization of customers into low, medium and high risk
- IV. Collecting information and documents in respect of different categories of customers depending on perceived risk and keeping in mind the requirements of The Prevention of Money Laundering Act (PML Act), 2002 and guidelines issued from time to time. The Company may apply enhanced due diligence measures based on the risk assessment, thereby requiring intensive „due diligence” for higher risk customers, especially those for whom the sources of funds are not clear.

Examples of customers requiring higher due diligence may include :

- a) non-resident customers,
 - b) high net worth individuals,
 - c) trusts, charities, NGOs and organizations receiving donations,
 - d) companies having close family shareholding or beneficial ownership,
 - e) firms with 'sleeping partners',
 - f) politically exposed persons (PEPs) of foreign origin,
 - g) non-face to face customers, and
 - h) Those with dubious reputation as per public information available, etc.
- v. Taking appropriate steps to verify the identity and /or obtain documents required as per the risk categorization. The Company must refuse to open an account where the prospective customer does not co-operate with the Company in obtaining these details or where the Company is not sure about the reliability of the data furnished by the prospective customer.



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- vi. Taking adequate steps to ensure that the identity of the customer does not match with any person with known criminal background or with banned entities such as individual terrorists or terrorist organizations, etc.
- vii. Preparation of a profile for new and existing customers based on risk categorization. The customer profile must contain information relating to the customer's identity, social/financial status, nature of business activity, information about his clients' business and their location, etc. The nature and extent of due diligence will depend on the risk perceived by the company. However, the seeking of such information must not be intrusive and the Company must not use such confidential information cross selling or any other purposes.
- viii. ensuring that circumstance in which a customer is permitted to act on behalf of another person / entity will be clearly spelt out in conformity with the established law and practice of housing sector as there could be occasions when an account is operated by a mandate holder or where an account is opened by an intermediary in the fiduciary capacity.
- ix. If the Company is unable to apply appropriate KYC measures due to non-furnishing of information and /or non-cooperation by the customer, the company may consider closing the account or terminating the business relationship after issuing due notice to the customer explaining the reasons for taking such a decision. Such decisions need to be taken at a reasonably senior level after consulting the Principal Officer.

The Company will devise a procedure for creating Risk Profiles of their new customers based on risk categorization. The Company will categorize the customers according to the risk perceived to facilitate undertaking due diligence for the purpose of risk categorization. The customer profile will contain amongst others information relating to the customers identity, social/ financial status, nature of business activity, information about the customers clients' business and their location etc. Further, the company will seek information from its customers which is relevant for the loan and is in conformity to the guidelines. The customers profile with the company will remain a confidential document and the information shall not be divulged for cross selling or any other purpose.

5. The company shall categorize risk profile of individual customers into **3 (three) basic categories** in order with the profile. The category along with the illustrative example are as below:

(i) Low Risk

Low Risk individuals are those individuals (other than high net worth) and entities whose identities and sources of wealth can be easily identified and the transactions in whose accounts by and large conform to known profile. Low – risk customers will include

- a. Salaried employees whose salary structures are well defined.
- b. People belonging to lower economic strata of the society whose accounts show small balances and low turnover.
- c. Government departments/ Govt. owned companies regulators and statutory bodies etc.

(ii) Medium Risk

The medium and high risk customers will be categorized on the basis of the customer's background, nature and location of activity, country of origin, sources of funds and client profile. Medium Risk customers will include

- a. Non- resident customers
- b. high net worth individuals,
- c. trust, charitable organizations, Non Govt. Organization (NGO) and organization receiving donations



- d. Companies having closed family share holding or beneficial ownership.

(iii) High Risk

High risk customer will typically include

- a. non-resident customers
- b. high net-worth individuals
- c. trusts, charities, NGOs and organizations receiving donations,
- d. companies having close family shareholding or beneficial ownership,
- e. firms with sleeping partners
- f. politically exposed persons (PEPs) of foreign origin
- g. non face to face to customers and
- h. Persons with dubious reputation as per public information available.
- i. Persons whose sources of income are not clear.

The Company will subject accounts of such customers to intensive due diligence

In the event of an existing customer subsequently becoming a PEP, the company will obtain necessary approval of the senior management to continue the business relationship with such person and if in the affirmative than the company to undertake enhanced monitoring at regular period, more descriptively stated in **Annexure - 1**.

The Company must undertake adequate steps to ensure that the implementation of this policy must not become too restrictive and must not result in denial of the Company's services to general public, especially to those, who are financially or socially disadvantaged.

6. CUSTOMER IDENTIFICATION PROCEDURE

The company shall follow in letter and spirit the guidelines covered under Rule 9 of the Prevention of Money-Laundering (Maintenance of Records of the Nature and Value of Transactions, The Procedure and Manner of Maintaining and Time for Furnishing information and Verification and Maintenance of Records of the Identity of the Clients of the Banking Companies, Financial Institutions and Intermediaries) Rules, 2005 (hereinafter referred to as PML Rules).

Customer identification means identifying the customer and verifying his/her identity by using reliable, independent source documents, data or information to the satisfaction of the company.

The true identity and bonafide of the existing customers and new potential customers opening accounts with the Company and obtaining basic background information would be of paramount importance

The Company will obtain sufficient identification data to verify

- a. the identity of customer
- b. his/her address/location and
- c. his/her recent photograph.

The customer identification will be through an introductory reference from an existing customer with a satisfactorily conducted account or a person known to the Company and on the basis of documents provided by the customer or through staff members knowing the potential customer or any other document from the indicative lists given in **Annexure - 2** for identification and proof of residence.



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In addition to the above, the Company must also ask the applicants to give an additional document e.g. a letter from the employer giving the correct address, Bank Statement, credit card statement etc. In case of joint account, applicants who are not closely related to each other would be required to establish their identity and address independently.

In respect of NRI accounts, introduction and authentication/ verification of signatures will be made by a bank/Indian embassy/ High Commissioner/ Consulate/ Notary Public/ Persons known to the Company.

For establishing identity or proof of residence Ration Card will normally not be used as document. However, in the event of non-availability of any other document, Ration Card may also be accepted as proof of residence from Minors/Illiterate persons or house wives etc. who are unable to produce other documents.

7. Accounts of Legal Persons or Entities

- a. The Company must verify the legal status of the legal person/ entity through proper and relevant documents as indicated in the Annexure.
- b. The Company must verify the identity of any person purporting to act on behalf of the legal person/entity and whether he/ she is so authorized and understand the ownership and control structure of the customer and determine who are the natural persons who ultimately control the legal person.
- c. In case of client accounts opened by a professional intermediary the Company will not only identify the client / beneficial owner but also satisfy itself that the intermediary is regulated and supervised and has adequately system in place to comply with KYC norms.
- d. The decision to open accounts of a Politically Exposed Person (PEP) will be taken only in consultation with the level of the Managing Director. The PEPs will be defined as individuals who are or have been entrusted with prominent public functions in a foreign country e.g. Heads of States or of Governments, Senior politicians, Govt./ Judicial/ Military officers, senior executives of State owned corporations, important political party officials etc.
- e. In the case of non-face-to-face customers, apart from applying the usual customer identification procedures, adequate care must be taken to mitigate the higher risk involved. Certification of all the documents presented must be insisted upon and, if necessary, additional documents may be called for.
- f. For various types of non individual the documents stated against their names in Annexure and any other documents/ introduction that the Company feels necessary to comply with KYC guidelines will be obtained for identification.

8. MONITORING OF TRANSACTIONS

The Company must pay special attention to all complex, unusually large transactions and all unusual patterns which have no apparent economic or visible lawful purpose. The Company must also have understanding of the normal and reasonable activity of the customer so that they have the means of identifying transactions that fall outside the regular pattern of activity in order to effectively control and reduce the risk. Transactions that involve large amounts of cash inconsistent with the normal and expected activity of the customer should be noted and must be reported to the Corporate Office.

High-risk accounts have to be subjected to intensified monitoring. The Company should put in place a system of periodical review of risk categorization of accounts and the need for applying enhanced due diligence measures. The Company should ensure that a record of transactions in the accounts is preserved and maintained as required in terms of section 12 of the Prevention of Money Laundering Act



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(PML) Act, 2002. It may also be ensured that transactions of suspicious nature and/or any other type of transaction notified under section 12 of the PML Act, 2002, is reported to the appropriate law enforcement authority, within the stipulated time frame.

The Company must ensure that proper records of all cash transactions of Rs. 10 lakhs and above. The branches must report such transactions and other transactions of suspicious nature to the Corporate Office of the Company on a fortnightly basis.

The cash transactions will be monitored in the following manner :The transactions involving cash withdrawals and/ or cash deposits for Rs.10 lacs and above or Rupee equivalent in Foreign Currency in deposit or loan accounts as well as all series of cash transactions integrally connected to each other which have been valued below rupees ten lakh or its equivalent in foreign currency where such series of transactions have taken place within a month and the aggregate value of such transactions exceeds rupees ten lakh; will be monitored closely by the branches and the record of details of such transactions will be kept in separate register and must be reported to the Principal Officer.

Suspicious Transactions means a transaction whether or not made in cash which, to a person acting in good faith-

- a. gives rise to a reasonable ground of suspicion that it may involve the proceeds of crime; or
- b. appears to be made in circumstances of unusual or unjustified complexity; or
- c. Appears to have no economic rationale or bonafide purpose.

All the transactions of suspicious nature, irrespective of any monetary ceiling (whether more than ten lakh or not), whether or not made in cash should be reported to the Principal Officer of the Company. The reporting formats of suspicious transactions are attached to the Circular No. NHB (ND)/DRS/ POL-No-14 /2006 dated July 25, 2006

9. RISK MANAGEMENT

The Company must ensure that adequate measures are taken to cover proper management oversight, systems and controls, segregation of duties, training and other related matters. Responsibility should be explicitly allocated within the Company for ensuring that the housing finance companies" policies and procedures are implemented effectively. The Company must also devise procedures for creating Risk Profiles of their existing and new customers and apply various Anti Money Laundering measures keeping in view the risks involved in a transaction, account or business relationship.

The Company will categorize the customers according to the risk perceived to facilitate undertaking due diligence for the purpose of risk categorization. The details have already been mentioned under section 5 above.

The Internal Auditors of the Company must be well versed with the KYC policies and must ensure adherence to the KYC procedures. The Internal Auditors should verify the application of the KYC procedures at all the branches and comment on the lapses observed in this regard. The compliance of the KYC guidelines and the specific cases of violation must be put before the Audit Committee of the Board at regular intervals.

The Company must envisage having an ongoing employee training programme so that the members of the staff are adequately trained in KYC procedures. Training requirements will have different focuses for frontline staff, compliance staff and staff dealing with new customers. It is crucial that all those concerned fully understand the rationale behind the KYC policies and implement them consistently and effectively.



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The Company must take adequate measures to educate the customer on the objectives of the KYC programme, especially at the time of obtaining sensitive or personal information from the customers. Wherever the Company desires to collect any information about the customer for the purpose other than KYC requirement, it will not form part of the account opening form. Such information will be collected separately, purely on a voluntary basis in a form prescribed by the Company after explaining the objective to the customer and taking the customer's express approval for the specific uses to which such information could be put. The front desk staff must be specially trained to handle such situations while dealing with customers. The Company will also take care to see that implementation of the KYC guidelines in respect of customer acceptance, identification etc. do not result in denial of opening of new accounts and housing services to general public.

10 INTRODUCTION OF NEW TECHNOLOGIES

The Company must pay special attention to any threats that may arise from new or developing technologies in the implementation of the policy including on-line transactions that might favour anonymity, and take measures, if needed, to prevent their use in money laundering schemes.

11. APPLICABILITY TO BRANCHES AND SUBSIDIARIES OUTSIDE INDIA

The company shall ensure that the above guidelines shall also apply to the branches and majority owned subsidiaries located abroad, especially, in countries which do not or insufficiently apply the FATF Recommendations, to the extent local laws permit. When applicable laws and regulations prohibit implementation of these guidelines, the same shall be brought to the notice of National Housing Bank and RBI.

12. APPOINTMENT OF PRINCIPAL OFFICER

The Company has appointed **Mr. B.S. Kachhawaha, Chief Financial Officer** as the „Principal Officer“ designate who will be responsible for reporting all transactions and sharing of information. They will also be responsible to ensure that proper steps are taken to fix accountability for serious lapses and intentional contraventions of the KYC guidelines.

13. MAINTENANCE OF RECORDS OF TRANSACTIONS

The company shall continue the system of maintaining proper record of transactions as required under section 12 of the PMLA read with Rule 3 of the PML Rules.

The company shall continue to ensure that its branches maintain proper record of all cash transactions (deposits and withdrawals) of Rs.10 lakhs and above in the format prescribed by The National Housing Bank. The internal monitoring system should have an inbuilt procedure for reporting of such cash transactions and those of suspicious nature whether made in cash or otherwise, to the Principal Officer on fortnightly basis. However, there is no need to furnish NIL reports.

14. RECORDS TO CONTAIN THE SPECIFIED INFORMATION

The company shall ensure that the records referred in Rule 3 of the PML Rules contain the following information;

- a. The nature of the transactions,
- b. The amount of the transaction and the currency in which it was denominated,
- c. The date on which the transaction was conducted and
- d. The parties to the transaction.



15. MAINTENANCE AND PRESERVATION OF RECORDS

In accordance with Section 12 of PMLA, the company will take appropriate steps to evolve a system for proper maintenance and preservation of account information in a manner that allows data to be retrieved easily and quickly whenever required or when requested by the competent authorities. Further, the Company must also preserve and maintain all necessary records pertaining to the identification of the customer and his address (e.g. copies of documents like passports, identity cards, driving licenses, PAN, utility bills etc.) obtained while opening the account and during the course of business relationship for at least ten years from the date of cessation of transaction between the Company and the customer, so as to provide, if necessary, evidence for prosecution of persons involved in criminal activity.

16. REPORTING TO FINANCIAL INTELLIGENCE UNIT - INDIA

The company as per the proviso of Section 12 of PMLA wherever it notices a reason to believe that a single transaction or series of transactions are integrally connected to each other and have been valued below the prescribed value so as to defeat the provisions of this section, will furnish to the Director, FIU such information/transaction after retaining a copy for records within the prescribed period at the following address:

**Director, FIU – IND
Financial Intelligence Unit – India,
6th floor, Hotel Samrat,
Chanakyapuri,
New Delhi – 110021**

The company assures to strictly comply with all formalities including timely submission of all applicable report and returns in the prescribed format with regards to cash & suspicious transaction qualifying under PML Rules directly to FIU-IND through the designated Principal Officer(s) of the company. However, as had been earlier advised, there is no need for submission of NIL report in respect to the above. Further, the company and its employees shall maintain strict confidentiality of the fact of furnishing/reporting details of suspicious transactions.

17. GENERAL

The company will ensure that the provisions of PML Rules framed thereunder and the Foreign Contribution and Regulation Act, 1976 (wherever applicable) are strictly adhered.

In a situation where in the KYC measures cannot be applied satisfactorily due to non-furnishing of information and/or non-cooperation by the customer, the company shall review and consult the status with its senior management including the Principal Officer(s) and may even consider closing of the account or termination of business relationship after issuing due notice to the customer explaining the reasons for the step.

The company assures to comply comprehensively and fully comply with the Code in its letter and spirit.

Annexure - 1

CUSTOMER IDENTIFICATION REQUIREMENTS INDICATIVE GUIDELINES

1. **Trust/Nominee or Fiduciary Accounts** - There exists the possibility that trust/nominee or fiduciary accounts can be used to circumvent the customer identification procedures. HFCs should determine whether the customer is acting on behalf of another person as trustee/nominee or any other intermediary.



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If so, HFCs may insist on receipt of satisfactory evidence of the identity of the intermediaries and of the persons on whose behalf they are acting, as also obtain details of the nature of the trust or other arrangements in place. While opening an account for a trust, HFCs should take reasonable precautions to verify the identity of the trustees and the settlors of trust (including any person settling assets into the trust), grantors, protectors, beneficiaries and signatories. Beneficiaries should be identified when they are defined. In the case of a 'foundation', steps should be taken to verify the founder managers/directors and the beneficiaries, if defined. If the HFC decides to accept such accounts in terms of the Customer Acceptance Policy, the HFC should take reasonable measures to identify the beneficial owner(s) and verify his/her/their identity in a manner so that it is satisfied that it knows who the beneficial owner(s) is/are.

2. Accounts of companies and firms - HFCs need to be vigilant against business entities being used by individuals as a „front“ for maintaining accounts with HFCs. HFC should verify the legal status of the legal person/ entity through proper and relevant documents. HFC should verify that any person purporting to act on behalf of the legal/ juridical person/entity is so authorized and identify and verify the identity of that person. HFCs should examine the control structure of the entity, determine the source of funds and identify the natural persons who have a controlling interest and who comprise the management. These requirements may be moderated according to the risk perception, e.g. in the case of a public company it will not be necessary to identify all the shareholders.

3. Client accounts opened by professional intermediaries - When the HFC has knowledge or reason to believe that the client account opened by a professional intermediary is on behalf of a single client, that client must be identified. HFCs may hold 'pooled' accounts managed by professional intermediaries on behalf of entities like mutual funds, pension funds or other types of funds. Where the HFCs rely on the „Customer Due Diligence' (CDD) done by an intermediary, they should satisfy themselves that the intermediary is regulated and supervised and has adequate systems in place to comply with the KYC requirements. It should be understood that the ultimate responsibility for knowing the customer lies with the HFC.

4. Accounts of Politically Exposed Persons (PEPs) resident outside India - Politically exposed persons are individuals who are or have been entrusted with prominent public functions in a foreign country, e.g. Heads of States or of Governments, senior politicians, senior government/judicial/military officers, senior executives of state-owned corporations, important political party officials, etc. HFCs should gather sufficient information on any person/customer of this category intending to establish a relationship and check all the information available on the person in the public domain. HFCs should verify the identity of the person and seek information about the sources of funds before accepting the PEP as a customer. The decision to open an account for PEP should be taken at a senior level which should be clearly spelt out in Customer Acceptance Policy. HFCs should also subject such accounts to enhanced monitoring on an ongoing basis. The above norms may also be applied to the accounts of the family members or close relatives of PEPs.

5. Accounts of non-face-to-face customers - In the case of non-face-to-face customers, apart from applying the usual customer identification procedures, there must be specific and adequate procedures to mitigate the higher risk involved. Certification of all the documents presented may be insisted upon and, if necessary, additional documents may be called for. In the case of cross-border customers, there is the additional difficulty of matching the customer with the documentation and the HFC may have to rely on third party certification/introduction. In such cases, it must be ensured that the third party is a regulated and supervised entity and has adequate KYC systems in place.

Annexure – 2



CUSTOMER IDENTIFICATION PROCEDURE

Features to be verified and documents that may be obtained from customers

1. Accounts of individuals

- (a) Legal name and any other name used
- (b) Correct permanent address
- (c) Passport
- (d) PAN/GIR number or Form 60 or 61 (wherever applicable)
- (e) Aadhaar Card and letter issued by Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar No.
- (f) Voter's Identity Card
- (g) Driving License
- (h) Identity card (subject to the company's satisfaction)
- (i) Letter from recognized public authority or public servant verifying the identity and residence of the customer to the satisfaction of Company.
 - (j) Latest Telephone bill
 - (k) Latest Bank account statement
 - (l) Letter from any recognized public authority
 - (m) Latest Electricity bill
 - (n) Ration Card
- (o) Letter from employer (subject to satisfaction of the company) (any one document which provides customer information to the satisfaction of the Company)

2) Accounts of Partnership Firms –

- (a) Legal name –
- (b) Address –
- (c) Names of all partners and their addresses –
- (d) Telephone numbers of the firm and partners
- (e) Registration certificate, if registered
- (f) Certificate copy of Partnership Deed or Partnership Letter
- (g) Power of Attorney granted to a partner or an employee of the firm to transact business on its behalf
- (h) Any officially valid document identifying the partners and the persons holding the Power of Attorney and their addresses
- (i) Telephone bill in the name of firm / partners.

3) Account of Limited Companies

- (a) Name of the company
- (b) Principal place of business
- (c) Mailing address of the company
- (d) Telephone/ FAX Number
- (e) Certificate of incorporation
- (f) Memorandum & Article of Association
- (g) Certificate of commencement of business (in case of Public Limited Company)
- (h) Resolution of the Board of Directors to open an account and identification of those who have authority to operate the account.
- (i) List of Directors
- (j) Power of Attorney granted to its managers, officers or employees to transact business on its behalf
- (k) Copy of PAN allotment letter
- (l) Copy of the telephone bill.
- (m) Copy of Audited Accounts, if the Company is an existing company.



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4) **Accounts of Clubs, Associations, Societies etc.**

- (a) Name of the Club, Association, Society
- (b) Mailing address
- (c) Telephone/ FAX Number
- (d) Others
- (e) Certificate copy of constitution or Bye-laws of the Club/ Associations/ Society
- (f) Registration certificate, if registered
- (g) Resolution of Executive committee or Governing Body to open and operate the account
- (h) List of members of Executive committee/ Governing Body
- (i) Telephone Bill
- (j) Electricity Bill

5) **Accounts of Local Body**

- (a) Name of the Local Body
- (b) Mailing address
- (c) Telephone/ FAX Number
- (d) Certified copy of resolution to open and operate Bank account and attested specimen Signature of persons authorized to operate the account.
- (e) Telephone Bill
- (f) Electricity Bill

6) **Accounts of Government Department**

- (a) Name of the Department
- (b) Mailing address
- (c) Telephone/ FAX Number
- (d) Certified copy of notification / order authorizing opening of account and attested Specimen signatures of persons authorized to operate the account
- (e) Telephone bill

7) **Accounts of Trusts & foundations**

- (a) Names of trustees, settlers, beneficiaries and signatories
- (b) Names and addresses of the founder, the manager/ directors and the beneficiaries
- (c) Telephone / fax number
- (d) Certificate of registration, if registered
- (e) Certified copy of Trust Deed
- (f) Power of Attorney granted to transact business on its behalf
- (g) any officially valid document to identify the trustees, settlers, beneficiaries and those holding Power of Attorney, founders/ managers/directors and their addresses
- (h) Resolution of the managing body of the foundation/association
- (i) Telephone bill

8) **Accounts of Liquidators/ Receivers/ Executors/ Administrators**

- (a) Names of Liquidators/ Receivers/ Executors/
- (b) Administrators
- (c) Mailing address
- (d) Telephone / fax number



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(e) Certified copy of Resolution passed by the company/ order of the court for appointment of Liquidator/ Receiver/ Administrator or copy of the will appointing executor accompanies with a copy of Probate of will.

(f) Telephone bill

9) Accounts of Agents

(a) Names of agent

(b) Mailing Address

(c) Telephone / fax number

(d) Power of Attorney by the principal in favour of the Agent on requisite stamp paper duly notarized and

(e) Specimen Signature of the agent duly attested by principal.

(f) Telephone bill

10) Unincorporated association or a body of individuals

(a) resolution of the managing body of such association or body of individuals

(b) power of attorney granted to him to transact on its behalf

(a) (c) an officially valid document in respect of the person holding an attorney to transact on its behalf (iv) and such other information as may be required by HFC to collectively establish the legal existence of such as association or body of individuals.

I. FAIR PRACTICES CODE :-

1. INTRODUCTION

The Guidelines on Fair Practices Code for Housing Finance Companies (HFCs) which defines the fair practices standards while dealing/building relationships with prospective/existing customers and has been framed and amended by NHB in keeping with the need to follow the best corporate practice within the sector. In accordance with these guidelines, **Akme Star Housing Finance Limited ("ASHFL")** had formulated & implemented a "Fair Practice Code". In view of the changing dynamics of the industry, the Guidelines on Fair Practice Code were reviewed by National Housing Bank and pursuant to the same, an amended Code provided for necessary framework and approval. The basic essence of Fair Practices Code is to assist both the Company and the customer(s). It shall be applicable to all the products and services offered from all the operating/service locations of **ASHFL** i.e. Branch, Region & Corporate Office. Needless to mention that the Code must be strictly followed by all the authorized functionaries, Counselor(s), Partner(s) and others across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method of marketing or promotion which may be put in use by the company at present or in future.

1.1 OBJECTIVES & APPLICATION

At the core of all the activities of **ASHFL**, it is our sincere endeavor to promote our products and services and make it available to all intending, eligible and qualified applicants without making any discrimination on the basis of face, caste, colour, creed, religion, sex, marital status, age or handicap. In light of the above, our authorized representatives provide assistance, encouragement and service in a fair, equitable and consistent manner. The Company for the benefit and convenience of the applicant(s)/borrower(s) shall up-load the code in its official website.

ASHFL shall ensure that charges/fees which affect the interest of the applicant(s)/borrower(s) are appropriately informed and further the terms and conditions pertaining to the facility is conveyed



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to the applicant(s)/borrower(s). The Company shall endeavour/ensure that all disputes arising out of the lending decisions be resolved by an appropriate **“Grievance Redressal Mechanism”**.

In view of the above, the primary objectives of the Fair Practice Code shall be:

- **Promote good and fair practices** by setting minimum standards in dealing with customers;
- **Increase transparency** so that the customer can have a better understanding of what he/she can reasonably expect out of the services;
- **Encourage market forces**, through competition, to achieve higher operating standards;
- **Promote a fair and cordial relationship** between customer and the Company; and
- **Foster confidence** in the housing finance system.

1.2 APPLICATION OF THE CODE

The Company shall ensure that the implementation of the Fair Practices Code is the responsibility of the entire organization. The Company’s fair lending practices shall apply across all aspects of operations including marketing & customer relationship, loan origination & processing, servicing & collection activities and back-office management. Further, the Code shall apply for services and products offered over the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method/medium that is prevalent or may be utilized in future. Our commitment to the Fair Practice Code would be demonstrated in terms of employee accountability, monitoring and auditing programs, training and technology. The Company’s Board of Director and the Management Team is responsible for establishing practices designed to ensure that our line of activity reflect our strong commitment to fair lending and that all employees are aware of the commitment.

2. TO ACT FAIRLY AND IN TRANSPARENT MANNER

The company shall act fairly and reasonably in all dealings with the customers by ensuring that:

- Our products, services, procedures and practices thoroughly meet the commitments and standards in this Code.
- Our products and services meet the relevant laws and regulations in letter and spirit.
- Our dealings with customers rest on ethical principles of integrity and transparency.

The Company shall ensure that the staff and other authorized representatives are trained & equipped to provide relevant information about the Code and that the Code is put to practice.

2.1 The Company shall transparently disclose to the borrower(s) all information regarding fee/charges payable for processing the loan application, the amount of fees refundable if loan amount is not sanctioned/disbursed or rejected, prepayment options and charges therein, if any, penalty for delayed repayment if any, conversion charges for switching loan from fixed to floating rates or vice versa, existence of any interest re-set clause and any other matter which affects the interest of the borrower(s). In other words, the Company shall disclose “all in cost” inclusive of all charges involved in processing/sanction of loan application in a transparent manner. It should also ensure that such charges/fees are non-discriminatory.”

2.2 The Company shall not discriminate amongst physically challenged, disable/differently able or blind persons in any manner while dealing them. Company shall treat such person with humanitarian approach and give priority over other visiting clients at the branch in attending his queries/application of such persons. Also, Company shall take special efforts to make it easy and



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convenient for customers like senior citizens, physically challenged, differently abled or blind and illiterate persons while providing service.

3 ADVERTISING, MARKETING AND SALES

The Company shall ensure that:

- All advertising and marketing done by the Company shall be truthful and no tolerance can be provided for misleading information or poor descriptions of the services. The Company shall take maximum steps to ensure that all advertising and promotional material is clear, and not misleading.
- In any advertising in any media and promotional literature that draws attention to a service or product and includes a reference to an interest rate, the Company shall also indicate whether other fees and charges shall apply and that full details of the relevant terms and conditions are available on request.
- It shall provide information on interest rates, common fees and charges through putting up notices in their branches, through telephones or help-lines, on the company's web-site, through designated staff/help desk or providing service guide/tariff schedule.
- In case of engagement of third party/ies for the purpose of providing support services, the Company shall ensure that the third party/ies do handle the customer's personal information with the same degree of confidentiality and security as when the exercise may have been shouldered by the Company on its own.
- The Company shall from time to time, communicate to its customers various features of their products availed by them. Information about their other products or promotional offers in respect of products/services, may be conveyed to customers only if he/she/they has/have given his/her/their consent to receive such information/service either by mail or by registering for the same on the website or on customer service number.
- The Company shall apply/prescribe the code of conduct to their Counsellors/Agents/Channel Partners etc., if any, whose services are availed to market products/services which amongst other matters require them to identify themselves when they approach the customer for selling products personally or through phone.
- In the event of receipt of any complaint from the customer, that Company representative/courier or marketing agents has/have engaged in any improper conduct or acted in violation of this Code, appropriate steps shall be initiated to investigate and to handle the complain/grievance.

4 LOANS TO CUSTOMERS

4.1(i) Applications for loans and their processing:

- The Loan Application Form of the Company shall amongst other important parameters include necessary information which may affects the interest of the borrower so that it facilitates the customer to draw a meaningful comparison with those of other companies and eventually takes an informed decision. Further, the list of preliminary documents required to process the loan application shall be mentioned in the Loan Application Form.
- The Company shall devise a system of giving acknowledgement for receipt of all loan applications. Preferably, the time frame within which loan applications shall be disposed of should also be indicated in the acknowledgement.



4.1(ii) Loan appraisal and terms/conditions:

- Normally all particulars required for processing the loan application shall be collected by the Company at the time of application. In case it needs any additional information, the customer should be told that he would be contacted immediately again.
- The Company shall convey in writing to the customer the loan sanctioned or otherwise, the amount of the loan sanctioned along with the terms and conditions thereof which shall include annualized rate of interest, method of application, EMI terms. Further, the Company shall obtain written acceptance of these terms and conditions from the customer for records
- Company shall supply authenticated copies of all the loan documents executed by the customer at the Company' cost along with a copy each of all enclosures quoted in the loan document on request if so demanded.
- Company shall display Tariff Schedule in all its branches which the customers would be allowed to see free of cost. The customers would also be provided a list of services rendered by the Company free of charge.

4.1(iii) Communication of rejection of Loan Application:

- In case of rejection of loan application, the customer shall be communicated in writing of the Company's inability to offer him/her/them the loan along with the reasons(s) for rejection

4.1(iv) Disbursement of loans including changes in terms and conditions:

- The Company shall ensure that disbursement is made in accordance to the agreed disbursement schedule (original or revised)/sanction letter.
- The Company shall give advance notice to its customers of change in the terms & conditions including disbursement schedule, interest rate, service charges, prepayment charges, other applicable fees/charges etc. Moreover, the Company shall ensure that changes to interest rates and charges are imposed only "prospectively" and necessary clause is incorporated in the loan agreement with respect to this.
- Normally, changes shall be made with prospective effect giving notice of at least one month. If the changes are to the disadvantage of the customers, he/she/they may close the account at any time (without notice) within 60 (sixty) days without having to pay any extra charges or revised interest.
- Before taking a decision to recall/accelerate payment or performance under the agreement or seeking additional securities, the Company should give notice to borrowers in consonance with the loan agreement.
- The company shall release all securities immediately on realization of the outstanding amount of loan subject to any legitimate right or lien for any other claim Company may have against borrower. If such right of set off is to be exercised, the borrower shall be given notice about the same with full particulars about the remaining claims and the conditions under which Company are entitled to retain the securities till the relevant claim is settled /paid.

4.2 GUARANTORS

The Company must inform the following information to the person considering to be a guarantor to a loan,

- His/her liability as guarantor;



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- The amount of liability he/she will be committing him/herself to the company;
 - Circumstances in which the Company will call on him/her to pay up his/her liability;
 - Whether the Company has recourse to his/her other monies in the Company if he/she fail to pay up as a guarantor;
 - Whether his/her liabilities as a guarantor are limited to a specific quantum or are they unlimited; and time and circumstances in which his/her liabilities as a guarantor shall be discharged as also the manner in which the Company will notify him/her about this
- The Company shall keep him/her informed of any material adverse change/s in the financial position of the borrower to whom he/she stands as a guarantor.

4.3 PRIVACY AND CONFIDENTIALITY

All personal information of customers shall be treated as private and confidential [even when the customers are no longer customers]. The Company shall not reveal transaction details of the customers' accounts, to a third party, including entities in the group, other than in the following exceptional cases when the Company are allowed to do:

- If the Company have to give the information by law;
- If there is a duty towards the public to reveal the information; If the Company's interests require to give the information [for example, to prevent fraud] but the Company shall not use this as a reason for giving information about its customer or its customers' accounts [including name and address] to anyone else, including other companies in the group, for marketing purposes;
- If the customer ask it to reveal the information, or if Company has the customers' permission to provide such information to group/associate/entities or other companies when they have tie-up arrangements for providing other financial service products;
- If written permission has been obtained from the customer to provide reference of the respective customer;
- The customer shall be informed the extent of their rights under the existing legal framework for accessing the personal records held by the company;
- Consequent to receipt of customer's approval to use their personal information for marketing purposes by anyone including HFCs.

4.4 CREDIT REFERENCE AGENCIES

Subsequent to the commencement of business relationship with a customer, the Company:

- Shall inform the customer when it may pass his/her/their account details to credit reference agencies and the checks the Company may make with them. It may give information to credit reference agencies about the debts the customer owes them if:
 - The customer has fallen behind with his/her payments;
 - The amount owed is not in dispute; and
 - The customer has not made proposals that the Company is are satisfied with, for repaying his / her debt, following Company's formal demand
- shall intimate the customer in writing its plan to give information about the debts, the customer owes them to credit reference agencies. At the same time, the Company shall explain to the customer the role of credit reference agencies and the effect the information they provide can have on customer's ability to get credit.



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- shall give credit reference agencies, other information about the customer's account if the customer has given them his / her permission to do so.
- shall provide a copy of the information given to the credit reference agencies to the customer, if so demanded.

4.5 COLLECTION OF DUES

4.5.1 The Company shall inform customers about the repayment schedule well in advance . However, if the customer does not adhere to repayment schedule, the Company must inform the customers by sending notice or by making personal visits and / or repossession of security if any.

4.5.2 The Company's collection policy should be built on courtesy, fair treatment and persuasion. The staff appointed for the collection of the dues must follow the guidelines given below:

- The collection staff must identify himself / herself and display the authority letter issued by the Company and upon request, display his / her identity card
- The company shall provide the customer with all the information regarding their dues and further endeavour to give sufficient notice for payment of dues.

4.5.3 The following guidelines shall be strictly followed by all staff members or authorized personnel of the Company conferred the responsibility of collection and / or security repossession: Customer would be contacted ordinarily at the place of his / her choice and in the absence of any specified place at the place of his / her residence and if unavailable at his / her residence, at the place of business / occupation.

- Customer's privacy should be respected.
- Interaction with the customer shall be in a civil manner
- The Company's representatives shall contact the customers between 0700 hrs and 1900 hrs, unless the special circumstances of the customer's business or occupation require otherwise.
- Customer's request to avoid calls at a particular time or at a particular place shall be honoured as far as possible.
- Time and number of calls and contents of conversation should be documented.
- All assistance should be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.
- During visits to customer's place for dues collection, decency and decorum should be maintained.
- Inappropriate occasions such as bereavement in the family or such other calamitous occasions should be avoided for making calls/visits to collect dues.

4.6 COMPLAINTS AND GRIEVANCES

At any stage, if a customer is not satisfied with the service given to him/her, he/she can contact the Company. At ASHFL, we believe in providing the best of services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Our Customer Grievance Mechanism as below;



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Step1:

Please visit to the nearest AKME STAR HOUSING FINANCE LIMITED Branch and submit your complaints/grievance get your complaint logged in the “Complaint & Grievance Register” maintained at the branches (During the working hours from 10:30 A.M to 5:30 P.M). We will respond to your complaint within 15 working days.

Step 2:

If you are still not satisfied with the resolution you receive, or you don't receive any response within 15 working days you can write, mail or call to the Nodal Officer of the company:-

Mr. Ashish Kothari
(Nodal Officer)

AKME STAR HOUSING FINANCE LIMITED

4-5, C Block, Sub City Center, Savina Circle, Udaipur-313002 E-Mail ID: ashfl.operation@gmail.com

Office: +91 0294-2489501-02 Mob:+91 9214452690

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days

Step 3:

If your complaint still remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of your complaints at below address:

National Housing Bank,

Department of Regulation and Supervision, (Complaint Redressal Cell)

4th Floor, Core- 5A, India Habitat Centre,

Lodhi Road, New Delhi – 110 003

The complainant can also approach the Complaint Redressal Cell by lodging its complaint at the link <https://grids.nhbonline.org.in>.

5 GENERAL

- The company shall give the customer information:
- Verify the details mentioned by him/her in the loan application by contacting him/her at his/her residence and / or on business telephone numbers and / or physically visiting his/her residence and/or business addresses through agencies appointed for this purpose, if deemed necessary by the company.
- The customer should be informed to co-operate if the Company needs to investigate a transaction on the customer's account and with the police/ other investigative agencies, if the Company needs to involve them.
- The Company shall advise the customer that if the customer acts fraudulently, he/she shall be responsible for all losses on his/her account and that if the customer acts without reasonable care and this causes losses, the customer may be responsible for the same.
- About their products and services in any one or more of the following languages: Hindi, English or the appropriate local language.



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- The Company shall not discriminate on grounds of sex, caste and religion in the matter of lending. However, this does not preclude the Company from instituting or participating in schemes framed for different sections of the society.
- The Company shall process requests for transfer of a loan account, either from the borrower or from a bank/financial institution, in the normal course.

- **To publicize the code the Company shall:**

- ❖ Provide existing and new customers with a copy of the Code
- ❖ Make this Code available on request either over the counter or by electronic communication or mail;
- ❖ Make available this Code at every branch and on their website; and
- ❖ Ensure that their staffs are trained to provide relevant information about the Code and to put the Code into practice.
- The Board of Directors of the Company shall provide for periodical review of the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews shall be submitted to the Board at regular intervals on quarterly basis

J. NATIONAL HOUSING BANK (NHB) CERTIFICATE OF REGISTRATION:



राष्ट्रीय आवास बैंक NATIONAL HOUSING BANK

(भारतीय रिज़र्व बैंक के संपूर्ण स्वामित्व में / Wholly owned by the Reserve Bank of India)



पंजीकरण प्रमाणपत्र

CERTIFICATE OF REGISTRATION

(जनता की जमाराशिया स्वीकार करने के लिए वैध नहीं)
[NOT VALID FOR ACCEPTANCE OF PUBLIC DEPOSITS]

सं 0 / No. 12.0080.09

1987 के राष्ट्रीय आवास बैंक अधिनियम की धारा 29ए के तहत
राष्ट्रीय आवास बैंक को प्रदत्त शक्तियों का प्रयोग करते हुए

एकमे स्टार हाउसिंग फाइनेन्स लिमिटेड

को दूसरी तरफ उद्धृत शर्तों पर

जनता से जमाराशियां स्वीकार किए बिना
आवास वित्त संस्थान का व्यापार प्रारंभ करने / करते रहने के लिए
यह पंजीकरण प्रमाण पत्र एतद्वारा जारी किया जाता है।
In exercise of the powers conferred on the National Housing Bank by
Section 29A of The National Housing Bank Act, 1987

Akme Star Housing Finance Limited

is hereby granted Certificate of Registration
to commence / carry on the business of a housing finance institution
without accepting public deposits
subject to the conditions given on the reverse.

मेरे हस्ताक्षर के अधीन नई दिल्ली में आज वर्ष दो हजार नौ
के दिसम्बर माह के चौबीसवें दिन जारी किया गया।
Given under my hand at New Delhi this Twenty Fourth day of the month of
December in the year two thousand Nine



राष्ट्रीय
आवास बैंक
NATIONAL
HOUSING BANK

For AKME Star Housing Finance Ltd.

प्राधिकृत हस्ताक्षरी
Authorised Signatory