FAIR PRACTICE CODE

1. All our transactions with customers shall be conducted in a transparent, fair, and ethical manner.

2. We shall not discriminate against customers on the grounds of sex, caste, or religion.

3. We shall communicate with customers in the vernacular language or in a language known to them.

4. We shall provide clear information about our products and services, the terms and conditions, interest rates/service charges, and method of application thereof (including sanction letter/repayment schedule). Any changes/revision shall be informed from time to time.

5. We shall ensure that our products and services meet relevant principles of integrity and transparency.

6. During loan origination, acknowledgement shall be issued for receipt of loan application with process timeline.

7. For loans to SHG/JLG, we do not insist on security or margin. No penal interest shall be charged for delayed repayment. No foreclosure charges/pre-payment penalty charges.

8. We shall handover copies of loan sanction letter/repayment schedule and loan agreement/document to borrowers.

9. We shall take recourse action only through legally permissible remedies. We or our representative/s shall not resort to undue harassment.

10. Proper receipt shall be issued to customers on the spot of collection, acknowledging payment received.

11. We shall refrain from interference in the affair of the borrower except for the purpose provided in the terms and condition of the loan agreement. We shall treat the Personal information of the Customers as private and confidential.

12. We have put in place an effective redressal mechanism for any complaint/grievance of customers as displayed on the notice board.

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nabfins

Our Mission: To be a trusted client centric financial institution advancing hassle-free services to the low income household and unorganized sector.

GRIEVANCE REDRESSAL PROCEDURE

Customer who wish to send complaint/feedback over any issue can use the following channels:

Level 1: Branch Head

Please contact the Branch Head at the Branch Office or call them using the Branch Office landline number.

Branch Office Contact No. _____

Timings : 8 AM to 4 PM (Second and Forth Saturday – Holiday)

Level 2: Customer Care Centre

If you are not satisfied with the response received from the Branch Head or if you don't receive a response in three working days, please call our Customer Care Centre representative available on the phone to register you complaint / feedback.

Contact Numbers: 080-26970500 / 26970700
Toll Free No.: 1800 102 4205
Timings : 9.30 AM to 5.30 PM

Level 3: Grievance Redressal Officer

If you are not satisfied with the response from Customers Care Centre or if any don't receive response within 3 working days, please call or write to Grievance Redressal Officer :

Mr. Shubham Mehta
Grievance Redressal Officer
Assistant General Manager
Risk Management & Internal Control Department, NABFINS
#3072, 14th Cross, K.R. Road, Banashankari - 2nd Stage, Bengaluru – 560 070.

Contact Number: 080-26970500
Email: complaints@nabfins.org

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to the Officer In-Charge of the Regional Office of RBI, DNBS, Bengaluru on the below mentioned address :

Deputy General Manager / General Manager,
DNBS, Reserve Bank of India, 10/3/8, Nrupathunga Road,
Post Bag No. 5467, Bengaluru- 560001.

YOU CAN CALL US AND COMPLAIN WITHOUT MENTIONING YOUR NAME AND PERSONAL DETAILS (ANONYMOUSLY). WE WILL INVESTIGATE AND TAKE APPROPRIATE ACTIONS.