

Purpose for which SEL can be availed: The loan will be sanctioned for the purchase of raw materials, purchase of finished goods, trading enhancement, purchase of machinery, tools and equipments, assets creation for subsequent income generation and overall business growth of the enterprise.

Processing fee: The Bank shall charge a non-refundable processing fee up to 2% of the loan amount plus taxes as applicable.

Rate of interest: Interest on the loan will be charged at the fixed rate of interest (detailed ROI for specific case as mentioned in the sanction letter). Conversion of fixed rate to floating rate of interest will not be permissible at any time during the loan tenor.

Penal charges: In the event of a default or delay in monthly payment of EMI or any irregularity in the account, the Bank reserves the right to levy a penal charge of 24% per annum on overdue EMI + applicable taxes.

Foreclosure charges: Nil

Schedule of other charges-

Loan processing fee	Up to 2% of sanctioned loan amount + applicable taxes
Rate of interest	As decided by the Bank from time to time
Cheque/EMI bounce charges	₹500 (under SEL MAX) and ₹300 (under SEL-Others) for every bounce + applicable tax
Late payment/overdue charges	24% per annum on overdue EMI + applicable taxes
Stamp duty	Actual, as per state laws

Bandhan Bank retains the rights to alter any charges or fees from time to time or introduce any new charge or fee, as it may deem appropriate, with due intimation to the customer.

Repayment: The loan is to be repaid in Equated Monthly Instalments (EMI) over the tenor of the loan. The repayment instalment commences from a date specified in the sanction letter. The liability to the bank will be extinguished only when the outstanding in the loan account becomes nil, on payment of residual amount, if any.

Insurance: Availing life insurance policy is not mandatory. The insurance charges mentioned in the clause 8(iv) is the suggestive one time premium from the insurance company having tie-up with Bandhan Bank.

Utilisation or end use of the loan: The amount of the loan shall be utilised strictly for the purpose detailed in the sanction letter and in the manner prescribed. The borrower shall not divert any part of the loan amount towards wrongful activities or speculative purposes.

Disbursement of the loan: Disbursement amount will be credited directly into the borrower's current account with Bandhan Bank or in any other bank account furnished by the customer as prescribed in the Bank policy.

In the event of default: If the amount due i.e., EMI is not paid by due date, the borrower shall be sent reminders for payment of any outstanding on his/her loan account, by post, fax, call, email, SMS and/or through third parties appointed for collection purpose to remind, follow-up and collect dues. Any third party so appointed shall adhere to the Indian Banks Association's (IBA) code of conduct on debt collection. Notwithstanding what is stated herein, it shall be the liability of the customer to ensure that the EMIs are regularly paid on the due dates.

Bandhan Bank: Is authorised to disclose any information relating to the loan to any existing/future Credit Bureau approved by Government of India and RBI or any such government agencies without any notice to the borrower. Bandhan Bank is also authorised to make inquiries with any credit bureau or any other bank if required. To avoid adverse impact on the credit history, it is advised that the customer should ensure timely payment of the amount due on the loan amount.

Customer Service: For any service related issue, customer can get in touch with Bandhan Bank by:

- walking in to our nearest Bandhan Bank Branch.
- calling Customer Help Line Number: 1800-258-8181 (Toll Free),
- writing an E-mail to customercare@bandhanbank.com,
- contacting Customer Grievance Cell at our head office (details on helpline numbers and grievance cell available on www.bandhanbank.com)