

FAIR PRACTICES CODE

Visolent India Pvt. Ltd (“VISOLENT”) and its platform www.3ES.co.in (together called “VISOLENT”) have adopted the following code, the objective of which is to set a minimum standard for fair practices which VISOLENT shall adopt in engagement with customers. This code applies to all customers, prospects and all stakeholders are urged to approach VISOLENT when necessary and as prescribed subsequently in this document.

Glossary

“Customer”: A company, firm or individual which/who is already engaged or seeks to engage with VISOLENT to avail of services offered.

Objective

The code has been adopted to:

- ensure the company (through its staff, officers etc.) adopts fair practices while dealing with customers.
- help customers get a better understanding of the company’s product suite to take informed decisions.
- Present customers with a framework under which and the opportunity to seek redress in case of grievances.

Application

VISOLENT shall help arrange and / or provide various financial products including Bills/ Invoice discounting, Working capital loan, Term loan, Loan against property, Lease rental discounting, Structured Trade Finance solutions – Factoring, Forfaiting, advisory services for exploring new markets across the world and solutions for managing risks of default from debtors.

VISOLENT, in the normal course of business, shall deal predominantly with GST registered and compliant companies (of any constitution). Corporate Customers which choose to engage with VISOLENT are deemed to be well versed and equipped to understand the complexities of financial products offered/arranged by VISOLENT. This notwithstanding, VISOLENT shall offer necessary information/documentation on the specific product sought by a customer, giving clear details on the information and/or documentation that may need to be submitted to VISOLENT by the customer.

It is VISOLENT’s stated objective to ensure that all relevant information is provided ab-initio to help a Customer take informed decisions on a product’s suitability and viability to their business. All applications submitted by a customer will be duly acknowledged for receipt by VISOLENT who will also endeavour to revert to the customer with feedback in reasonable time.

VISOLENT’s Role & Responsibilities

VISOLENT is licensed by the RBI to offer financial services. VISOLENT may however also facilitate/arrangement of the services stated in the website through partner institutions, who however, shall be fully licensed to undertake such financial transactions. Broking of trade credit insurance is regulated by the IRDA and VISOLENT shall currently only facilitate the establishment of credit insurance arrangements through duly licensed credit insurance brokers.

Appraisal

VISOLENT shall convey the terms of each engagement, in writing, to a customer. Such communication shall include the product structure, quantum, pricing, conditions precedent, requirement of collaterals and any specific covenants. All such communication shall be duly served on the customer at their official address and copies thereof shall be preserved by VISOLENT in its records. No amendment of any of the terms and conditions shall be valid unless such amendment is communicated, in writing, to the customer. This shall be done at least 7 Mumbai working days before the proposed amendment comes into effect.

Grievance Redressal

Customer service is an integral part of VISOLENT's ethos. Receiving feedback, queries and complaints redressal are a vital means of continuously improving customer delight and it is management's belief that a meaningful grievance redressal mechanism should be in place to achieve this in a time-bound and efficient manner. Customers seeking to send in their complaint may:

- Call us on +91 (22) 6818 1631 between 9:30 am and 6:00 pm, from Monday to Friday (except on national and Maharashtra state holidays).
- Email us at contactus@visolent.com.
- Write to us at: The Manager- Grievance Redressal Cell, Visolent India Pvt. Ltd, 1st Floor, Tiffany, Hiranandani Estate, Ghodbunder Road, Thane (West), 400607, Maharashtra, India.

If a complaint is not resolved within a reasonable time or the customer is not satisfied with the solution provided/proposed, the customer may;

- write to ravichander@visolent.com or Anand_P@visolent.com.
- Call on +91 9819450515 (Mr. Ravichander) or +91 9867194934 (Mr. Anand)

Confidentiality

Any engagement between VISOLENT and the customer will involve disclosure of information by either/both parties. Information could be disclosed either;

- in writing;
- by delivery of items;
- by initiation of access to Information, such as may be in a data base; or
- by oral or visual presentation.

VISOLENT shall generally endeavor to use the same care and discretion to avoid disclosure, publication or dissemination of the customers Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate. Customers are advised to bear in mind however that VISOLENT shall be required to disclose relevant information to (in addition to the partner providing the requisite services), external service providers, rating agencies, insurance companies, risk management firms, advisors and consultants etc. to support assessments and in general the establishment of a business relationship between VISOLENT and the customer. VISOLENT may also be required to provide all relevant information to any regulatory, judicial and/or supervisory authority which may call for such information. Engagement with VISOLENT shall be deemed to be an irrevocable and unconditional acceptance by a customer of having read these covenants, understood their implications and expressly approving VISOLENT to share information as stated above, without the need for VISOLENT to seek any separate/additional consent, in writing or otherwise, from the Customer.