



Muthoot Vehicle and Asset Finance Ltd (MVAFL)

Customer Awareness Document

This document provides important guidelines for customer safety, responsible financial behavior, and regulatory compliance as mandated for NBFCs operating under RBI norms.

1. Safe Digital Practices & Fraud Prevention

- Never share OTP, PIN, passwords, or loan details with anyone.
- Company employees will never request confidential information from customers.
- Avoid clicking suspicious links related to loan approvals or EMI reductions.
- Verify the official company website before making online payments.
- Report any suspicious transactions immediately to customer support via email or phone.

2. Grievance Redressal Mechanism

- Customers may raise complaints at any company branch.
- The customer care helpline is available for support.
- Unresolved issues may be escalated to the Grievance Redressal Officer / Nodal Officer.
- Further escalation can be made to the RBI CEPGRAMS portal.

3. KYC Compliance

- KYC verification is mandatory for all loan products.
- Valid Proof of Identity (POI) and Proof of Address (POA) must be submitted.
- PAN is mandatory for loans above prescribed limits.
- For loans within permissible limits, Form 60 may be submitted if PAN is unavailable.
- Customers must update their KYC in case of any personal detail changes.

4. Responsible Borrowing

- Borrow only according to your repayment capacity.
- Review interest rates, charges, and terms before availing a loan.
- Maintain timely EMI payments to avoid penalties.
- Protect your credit score by avoiding EMI defaults.

5. Fair Practice Code (FPC)

- Company adheres to RBI's Fair Practice Code ensuring transparency.
- Loan terms and conditions are communicated clearly.
- Recovery procedures follow RBI guidelines, ensuring customer dignity.
- Customers may request copies of documents executed during the loan process.

6. Data Privacy & Confidentiality

- Customer data is securely stored and used only for authorized purposes.
- Company does not share customer information with unauthorized entities.
- Customers should report any suspected data breach immediately.
- Use strong passwords and secure devices when accessing company platforms.

7. Product-Specific Awareness

- Gold pledged ornaments are stored securely and insured.
- MSME customers should maintain proper documentation for verification.
- Auction and recovery processes follow regulatory norms.

8.SMA / NPA Classification

- A bullet repayment gold loan turns into an NPA if the borrower fails to clear both principal and interest within 90 days after the loan maturity
- As per RBI Circular DBR.No.BP.BC.45/21.04.048/2018-19 dated June 7, 2019, lenders must identify early signs of stress in borrower accounts by classifying overdue accounts as Special Mention Accounts (SMA). The circular also states that SMA classification intervals are continuous and shall be applied accordingly.

SMA Classification:

SMA Sub-categories	Basis for classification – Principal or interest payment or any other amount wholly or partly overdue as per repayment schedule.
SMA-0	Up to 30 days
SMA-1	More than 30 days and up to 60 days
SMA-2	More than 60 days and up to 90 days
NPA	More than 90 days

General Awareness on Cyber Threats and Fraud Prevention.

9. Cyber Fraud & Phishing Awareness - Do's

- Check for unfamiliar or illegitimate email addresses.
- Be cautious of emails creating a false sense of urgency.
- Look for generic greetings such as 'Dear User' instead of your name.
- Identify phishing attempts through spelling or grammatical errors.

10. Cyber Fraud & Phishing Awareness - Don'ts

- Do not respond to emails requesting personal information.
- Do not enter personal information into pop-up screens.
- Do not click suspicious links; verify URLs manually.
- Do not open suspicious attachments, especially .exe files.

Contact Information

- If you notice anything unusual, contact customer support immediately.

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