



financial help, Assistance and Access to credit so our customers can come out of their financial Debts and see their businesses grow. For the past 10 years, we have worked in local communities thoughout the country, offering loans and

WHO WE ARE

financial education to our prestige customers. **OUR PLEDGE** Dutch Finances employees will serve clients with fair and dignified treatment; clients can expect products and services that are designed to meet their needs in an

affordable way, transparent information, and privacy of their personal informamation.

Additionally, clients can expect punctual and reliable service delivery, and a quick

Dutch Finances is a Financial service provider whose mission is to provide

YOUR ROLE Dutch Finances wants each client to make the most of their financial products and

response to their questions or complaints.

services. As client, your role is to provide us with accurate information about your financial and personal situation, to know your financial options, rights, and obligations, and to keep your personal information accurate and up to date. We ask that you let us know right away if you have problems with your products or services, and if your financial or personal situation changes during the course of your loan. **SERVING YOU**

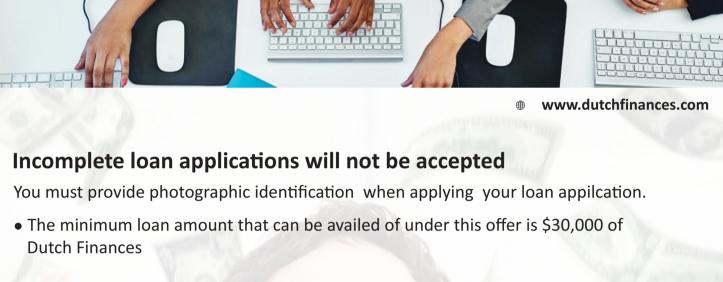
Our staff is trained to serve the needs of our clients. Customer service is important to us and we value your opinion. Your accounts officer will talk to you on a regular basis, and he/she is your best source of information and help. However, if you have a problem or question that your credit officer can not solve, our Toll Free Customer

Care number will be always ready to help.

www.dutchfinances.com Loan Application Please read application guidelines carefully

Dutch Finances Requires you to provide evidence of all your income and expenditure before your loan application can be assessed. You must provide this information when returning your loan form, either by Fax or by email.

before completing the Form.



rate, tenure, prepayment charges are clearly stated before you sign the agreement

You can prepay the Personal Loan after 6 months of loan disbursement

Refer to the 'Loan Service Charges and Fee's section on our website

Equated Monthly Installment (EMI) on the due date

product with prior notice of one month

1. Proof of Identity (any one)

2. Proof of Address (any one)

Other (Please specify)

Other Documents Required

Project Plan (Project Loan)

Our Pledge to Client –

Passport

■ State ID

Utility Bill

■ Phone Bill

Internet Bill

Driver's License

Please read the loan agreement carefully and ensure that key terms such as interest

 The Personal Loan is offered at a rate of interest which is fixed across the tenure of the loan. Terms on which the loan is offered are stated in the loan agreement

- (after 12 months of loan disbursal date for Balance Transfer cases) by giving a written instruction to the Bank
- www.dutchfinances.com for service charges (including pre-payment charges) applicable on your loan post disbursement

Interest on your Personal Loan account accrues on a daily basis and is payable in

 You can pay your EMIs through Electronic Clearing System (ECS) or by setting up a Standing Instruction (SI) on your Account • You need to pay your EMI on the due date. Non-payment of EMI would impact, but

will not be limited to: - Your credit rating (reporting to Credit Bureau) - This will have an impact on other credit facilities availed of from the Lender. The Lender may initiate

recovery proceedings to recover the dues Please visit our website www.dutchfinances.com for detailed terms and conditions

Dutch Finances will notify you of any changes in the terms and conditions of this

Documents Required (For Borrower and Co-Borrower(s)

tchfinances.com

www.dutchfinances.com

Other (please specify)

■ Last 3 months of Bank Statements of the primary account

Financial Documents Required (For Borrower and Co-Borrower(s)

Last 3 month's check stubs (Salaried), or

Deed of the Property (Mortgage Loan)

Foreclosure Letter (Refinance Loan) Taxation Documents (Business Loan)

- Other (Please Specify)
 - 1. All dealings with clients will be open, fair and ethical. 2. We will treat all clients with respect and professionalism.

situation where the client has more debt than he/she can repay.

b. Fee and charges on any product, and premium on insurance; and

3. We will evaluate each client's ability and willingness to repay their loan, to avoid the

4. We will explain product and service information in a way that clients can understand.

them with dignity. We will never use abusive language or physical force, shout at the client, enter the client's home uninvited, humiliate the client, or violate the client's

8. We will inform clients of their right to ask questions and complain, and will educate

6. We will train our staff to behave ethically during every contact with the client. If they behave unethically, they will be disciplined. 7. Clients are expected to repay their loans on time, but if they do not, we will still treat

right to privacy as dictated by our privacy policy.

5. Our product explanations will clearly include:

a. Interest rate on loans;

all or any such:

by any Credit bureaus.

manner as deemed fit by them.

Signature.....

c. All terms and conditions.

them about the various ways they can submit questions and complaints to the institution. We will respond to questions and complaints quickly and fairly. 9. We respect our customers' privacy and will treat customer information as private and

(a) Information and data related to me/us is true and correct.

www.dutchfinances.com

1. Accordingly, I/we hereby agree and give consent for the disclosure by the lender of

(b) The information or data relating to any credit facility availed of/to be validated

(c) If any false committed by me/us in discharge of my/our obligation, any action can be taken by lender may deem appropriate and necessary as per the agreement.

confidential. Clients will receive the institution's Client Privacy Agreement.

2. The Borrower undertakes that; (a) The credit information agencies and any other agency so authorized may use or process the said information and data disclosed by the lender or by fiercest in the

(b) The credit information agencies and any other agency to authorized to furnish for

consideration, the processed information and data or products there of prepared by

report through authorized agency/bureau to process my loan application, in the event the necessary documentation and processes are not completed as per Dutch Finances

- them to Banks / financial institutions and other Credit grantors or registered users as may be specified by the Federal Bank in this behalf. 3. I/We consent and authorize Dutch Finances to generate subsequently an additional
- policies. I/We undertake to inform the lender in the event of any change in my/our mobile phone number. I/We hereby declare that I/ we shall notify the lender, in writing, email or on phone, of any changes in my/our employment and/or residential
- address and telephone numbers. I/We have read all the terms and conditions for the Loan..... thoroughly and accept the same provided by Dutch Finances Applicant's
- 1-8445000575

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