

# UB PORTFOLIO SERVICES PRIVATE LIMITED

## Website Policies & Legal Disclosures

Registered Office: 4A, 4th Floor, DCM Building, Connaught Place, New Delhi – 110001

Contact Email: ubpspltd@gmail.com

Grievance Redressal Officer: Hardik Jain

## 1 TERMS & CONDITIONS

### 1.1 Introduction

Welcome to the website of UB Portfolio Services Private Limited (“UBPSPL”, “Company”, “we”, “us”, “our”). UB Portfolio Services Private Limited is a Non-Banking Financial Company (NBFC) registered with the Reserve Bank of India (“RBI”) and operates in compliance with applicable RBI regulations and guidelines.

These Terms & Conditions (“Terms”) govern your access to and use of our website, web-based tools, and any services, information, content, features or resources made available through this website (collectively, the “Website” or “Services”).

By accessing or using this Website in any manner, including but not limited to visiting, browsing, or submitting any information or application forms, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree to these Terms, you should not use or access the Website.

### 1.2 Definitions

For the purpose of these Terms:

- **“User”, “you”, “your”** means any natural or legal person who accesses, uses, or views the Website, including prospective and existing borrowers, partners, and visitors.
- **“Loan”** means any credit facility, loan product, or financial assistance that may be offered by the Company from time to time.
- **“RBI Regulations”** means all applicable circulars, master directions, guidelines, notifications, and rules issued by the Reserve Bank of India, including but not limited to the Fair Practices Code, KYC/AML guidelines, and Digital Lending Guidelines, as amended from time to time.
- **“Content”** means all information, data, text, graphics, logos, designs, pages, documents, software, and other materials available on or through the Website.

## **1.3 Eligibility**

### **Age & Capacity**

You must be at least 18 (eighteen) years of age and have the legal capacity to enter into a binding contract under Indian law to use this Website and apply for any products or services.

### **Residency**

The Website and the financial products displayed herein are currently intended only for residents of India. By using the Website, you confirm that you are an Indian resident, unless specifically allowed otherwise in writing by the Company.

### **Compliance with Law**

By using the Website, you represent that you are not restricted by any law, regulation, or order from accepting these Terms or using the Website.

## **1.4 Regulatory Compliance**

### **NBFC Regulatory Framework**

UB Portfolio Services Private Limited operates as a Non-Banking Financial Company in India and is required to comply with RBI Master Directions, including but not limited to prudential norms, KYC/AML norms, Fair Practices Code, and Digital Lending Guidelines applicable to NBFCs.

### **KYC/AML Requirements**

The Company adheres to the Know Your Customer (KYC) and Anti-Money Laundering (AML) standards as per applicable laws and RBI directions. You may be required to submit KYC documents and other information as part of any application process.

### **Digital Lending & Fair Practices**

The Company follows Fair Practices Code in letter and spirit, including clear disclosure of product features, pricing, terms of repayment, and grievance redressal mechanisms.

Wherever digital lending processes are involved, the Company shall make necessary disclosures regarding lending partners (if any), data access, charges, and consent mechanisms.

## **1.5 Use of the Website**

### **Permitted Use**

You may use the Website solely for:

- Accessing information regarding our Company, products, and services;
- Submitting loan or service enquiries;
- Completing application forms or contact forms;
- Accessing customer support and grievance redressal channels.

## **Prohibited Activities**

You agree not to:

- Use the Website for any unlawful, fraudulent, or malicious purpose;
- Misrepresent your identity, provide false or misleading information, or impersonate any person or entity;
- Attempt to gain unauthorised access to any part of the Website, servers, systems, or network;
- Upload or transmit any virus, malware, or harmful code;
- Copy, distribute, modify, or create derivative works of the Website or its Content, except as expressly permitted;
- Use automated tools (such as bots, crawlers, or scrapers) to access or monitor the Website, unless permitted in writing by the Company.

## **Accuracy of Information**

You are solely responsible for the accuracy, completeness, and truthfulness of any information you submit through the Website, including personal data, financial information, or documents.

The Company is not responsible for any consequences arising from inaccurate or incomplete information provided by you.

## **1.6 Loan Applications & Credit Assessment**

### **No Guarantee of Approval**

Submitting an application via the Website does not guarantee that a Loan will be sanctioned. Approval is subject to internal policies, underwriting criteria, KYC/AML checks, credit bureau reports, and other verifications.

## **Consent for Credit Checks**

By submitting a loan application or related form, you expressly authorise the Company to:

- Obtain your credit information from credit information companies/bureaus;
- Verify your information with third-party service providers, banks, employers, and other relevant sources, to the extent permitted by law.

## **Documentation & Verification**

You may be required to submit:

- Identity and address proof (e.g., Aadhaar, PAN, passport, voter ID, etc.);
- Income documentation (e.g., salary slips, bank statements, ITR);
- Business/occupation-related documents;
- Any other information or documents that the Company may reasonably require.

## **Sanction & Disbursement**

If approved, the Loan will be governed by a separate Loan Agreement, Sanction Letter, and related documents, which will specify:

- Sanctioned amount;
- Interest rate and fees;
- Repayment schedule;
- Security/collateral (if any);
- Other terms and conditions.

In the event of any conflict between these Website Terms and the specific Loan Agreement, the Loan Agreement shall prevail for the lending relationship.

## **1.7 User Obligations**

By using the Website and/or applying for any product:

## **Affirmative Obligations**

You agree to:

- Provide true, current, and complete information at all times;
- Update your information promptly when there is any change (e.g., contact details, address, employment);
- Maintain the confidentiality of any credentials used to access your account or services;
- Ensure that you do not use the Website for any unauthorised or unlawful activity.

## **Consequences of Misuse**

You agree that:

- Any misuse of the Website or false representation may lead to rejection of your application, termination of existing facilities, and, where applicable, reporting to relevant authorities.

## **1.8 Communication & Consent**

### **Modes of Communication**

By using the Website and/or applying for a Loan, you consent to receive communications from the Company (and authorised service providers) via:

- SMS, phone calls, and WhatsApp;
- Emails;
- In-app or web notifications;
- Physical letters, where necessary.

### **Purpose of Communication**

Communications may relate to:

- Application status and KYC/verification;
- Loan approval, disbursement, repayment reminders;
- Regulatory or policy updates;
- Marketing and promotional content (where permitted by law and subject to your consent preferences).

## **Opt-Out**

You may opt out of marketing/promotional communications at any time by following the instructions in the communication or by writing to [ubpspltd@gmail.com](mailto:ubpspltd@gmail.com).

You may not be able to opt out of essential service-related communications, such as repayment reminders, regulatory notices, or security alerts.

## **1.9 Intellectual Property**

### **Ownership**

All Content on this Website, including but not limited to text, graphics, logos, icons, images, audio clips, video, software, and layout, is the exclusive property of UB Portfolio Services Private Limited and is protected under applicable intellectual property laws of India and international conventions.

### **Limited License**

You are granted a limited, non-exclusive, non-transferable, revocable license to access and use the Website for personal and non-commercial purposes, subject to these Terms.

You may not reproduce, copy, distribute, sell, resell, or exploit any portion of the Website or Content for commercial purposes without our prior written consent.

### **Trademarks**

All trademarks, service marks, trade names, brand names, logos, and trade dress associated with UB Portfolio Services Private Limited are proprietary to the Company. Use of these marks without prior written consent is strictly prohibited.

## **1.10 Third-Party Links & Services**

The Website may contain links to third-party websites, APIs, payment gateways, or service providers (“Third-Party Services”). These are provided for your convenience and information only.

The Company does not control or endorse such Third-Party Services and is not responsible for:

- Their content, accuracy, or availability;
- Their data handling practices or privacy policies;
- Any loss or damage arising from your use of them.

You access Third-Party Services at your own risk and should review their terms and privacy policies separately.

## **1.11 Disclaimer of Warranties**

The Website and all Content are provided on an “as is” and “as available” basis without any warranties of any kind, either express or implied, including but not limited to:

- Accuracy, completeness, or reliability of Content;
- Fitness for a particular purpose;
- Non-infringement;
- Availability or uptime of the Website.

The Company does not guarantee that:

- The Website will be uninterrupted, timely, secure, or error-free;
- Any defects or errors will be corrected;
- The Website is free from viruses or other harmful components.

## **1.12 Limitation of Liability**

To the maximum extent permitted by law, UB Portfolio Services Private Limited shall not be liable for any:

- Indirect, incidental, consequential, special, punitive, or exemplary damages, including loss of profits, data, goodwill, or revenue;
- Damages arising out of or related to:
  - Your use of, or inability to use, the Website;
  - Any unauthorised access or alteration of your data;
  - Any third-party services or content.

The Company’s aggregate liability, if any, arising out of or related to your use of the Website shall be limited to a reasonable amount as permitted by law and shall, in no case, extend beyond direct actual damages proven.

## **1.13 Indemnity**

You agree to indemnify, defend, and hold harmless UB Portfolio Services Private Limited, its directors, employees, officers, agents, and affiliates from and against any claims, losses, liabilities, damages, costs, or expenses (including legal fees) arising out of or related to:

- Your breach of these Terms;
- Your misuse of the Website or Content;
- Any misrepresentation or violation of applicable law by you.

## 1.14 Modification, Suspension, and Termination

The Company reserves the right, at its sole discretion, to:

- Modify, update, or discontinue any part of the Website or Content;
- Amend these Terms at any time. Changes will be effective upon posting on the Website.

Your continued use of the Website after such changes are posted will constitute your acceptance of the revised Terms.

The Company may suspend or terminate your access to the Website if:

- You violate these Terms or any applicable law;
- Required by regulatory or legal authorities;
- Necessary for security or maintenance purposes.

## 1.15 Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of India.

Any disputes arising out of or in connection with these Terms, the Website, or any services shall be subject to the exclusive jurisdiction of the courts in New Delhi, India.

## 1.16 Grievance Redressal

For any complaints, concerns, or grievances regarding the Website or its Content, you may contact:

- **Grievance Redressal Officer:** Hardik Jain
- **Email:** ubpspltd@gmail.com
- **Registered Office:** 4A, 4th Floor, DCM Building, Connaught Place, New Delhi – 110001

The Company shall endeavour to acknowledge and resolve grievances within timelines prescribed under applicable RBI and legal guidelines.

# 2 PRIVACY POLICY

## 2.1 Introduction & Scope

This Privacy Policy explains how UB Portfolio Services Private Limited (“Company”, “we”, “our”, “us”) collects, uses, shares, stores, and protects your personal data when you access or use our Website or interact with us digitally or offline in relation to our financial products and services.

We are committed to complying with:



- The Digital Personal Data Protection Act, 2023 (DPDPA);
- The Information Technology Act, 2000 and applicable IT (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules;
- Applicable RBI privacy and data protection norms, including guidelines on digital lending and KYC/AML.

By using our Website or submitting your data, you consent to the practices described in this Privacy Policy.

## **2.2 Categories of Data Collected**

We may collect the following categories of data:

### **Personal Identification Data (KYC Data)**

- Full name;
- Date of birth;
- Father's or spouse's name (where required);
- Residential and correspondence address;
- Aadhaar number / Virtual ID (where lawful and consented);
- PAN;
- Voter ID, Passport, Driving Licence, or other ID proofs;
- Photographs or scanned copies of documents.

### **Contact Details**

- Mobile number;
- Alternate phone number;
- Email address;
- Emergency or reference contacts (where applicable).

## **Financial & Credit-Related Data**

- Bank account details (account number, IFSC, branch, etc.);
- Bank statements, passbooks;
- Salary slips, income documents, GST returns, ITRs;
- Details of existing loans, liabilities, or credit facilities;
- Credit scores, credit bureau reports, and related credit information;
- Transaction information related to disbursement, repayment, and charges.

## **Employment / Business Information**

- Employment status and employer details;
- Designation, department, work address;
- Business details (for self-employed), registration documents, turnover information.

## **Technical & Device Data**

- IP address;
- Device identifiers (such as IMEI, where applicable and lawful);
- Browser type, operating system, device model;
- Usage information such as pages visited, time spent on pages, clickstream data, and referral URLs.

## **Usage & Interaction Data**

- Data submitted via contact forms, loan applications, surveys, or feedback forms;
- Communication records (emails, SMS, chat logs, call recordings where permitted and disclosed).

## **Sensitive Personal Data (where applicable and lawful)**

Certain KYC and financial data may be considered sensitive under applicable laws. We handle such data with enhanced safeguards and only for lawful purposes with appropriate consent.

We do not intentionally collect data of minors (below 18 years) and our services are not targeted at children.

## 2.3 Modes of Data Collection

We collect personal data through:

- **Direct interactions:** When you fill out forms on our Website, submit applications, contact us via email, phone or in person.
- **Automated technologies:** Cookies, server logs, and similar technologies when you interact with our Website.
- **Third-party sources:**
  - Credit information companies/bureaus;
  - KYC service providers;
  - Banks, payment gateway providers, and financial partners;
  - Publicly available sources, where permitted.

## 2.4 Legal Basis & Purpose of Processing

We process your personal data based on one or more of the following legal bases:

- Your consent (where required);
- Performance of a contract or pre-contractual steps (e.g., assessing and granting a loan);
- Compliance with legal obligations under RBI directions and other laws;
- Legitimate interests of the Company in managing its business and preventing fraud, balanced with your rights.

### Main Purposes of Data Use

#### KYC/AML and Regulatory Compliance

- Verify your identity and address;
- Conduct customer due diligence and ongoing monitoring;
- Comply with RBI and other regulatory reporting requirements.

#### Loan Assessment & Underwriting

- Evaluate your creditworthiness;
- Determine suitability of products and loan limits;
- Process loan applications, sanctions, and disbursements.

## **Credit Bureau Reporting**

- Report your credit facility status, repayment behaviour, and defaults (if any) to credit information companies, as required by law or contract.

## **Operations, Servicing & Collections**

- Maintain your loan account;
- Process repayments, refunds, and charges;
- Send reminders, alerts, and notices;
- Coordinate recovery efforts in case of overdue or default.

## **Security & Fraud Prevention**

- Detect and prevent suspicious or fraudulent activity;
- Ensure security of systems, networks, and data.

## **Customer Support & Grievance Handling**

- Respond to queries, requests, and complaints;
- Provide support through email, phone, or other channels.

## **Analytics & Service Improvement**

- Analyse usage patterns and behaviour to improve our Website, services, and processes;
- Conduct internal audits and management reporting.

## **Marketing & Communication (where permitted)**

- Inform you about new products, offers, and features;
- Conduct surveys and gather feedback.

You can opt out of marketing communications as described earlier.

## **2.5 Data Sharing & Disclosures**

We do not sell your personal data. However, we may share your data with:

### **RBI-Regulated Entities**

- Banks, NBFCs, and financial institutions involved in co-lending, securitisation, or refinancing;
- Credit information companies/bureaus.

### **KYC & Verification Partners**

- KYC Registration Agencies (KRAs), Aadhaar authentication entities (where permitted), and third-party verification providers.

### **Payment & Technology Partners**

- Payment gateways, collection agents, IT infrastructure providers, cloud service providers, and software vendors who assist in delivering our services.

### **Professional Advisors**

- Auditors, legal advisors, consultants, and other professional service providers, bound by confidentiality obligations.

### **Regulatory & Legal Authorities**

- Government bodies, law enforcement agencies, courts, or tribunals where disclosure is mandated by law, regulation, or court order.

### **Group Companies / Affiliates (if any)**

- For consolidated risk management, regulatory compliance, and internal business purposes, subject to appropriate safeguards.

Whenever we share data with third parties, we endeavour to ensure that such parties are bound by appropriate confidentiality, data protection, and security obligations.

## **2.6 Data Retention**

We retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including:

- The duration of your relationship with us;
- Any retention period required or permitted by law (e.g., RBI and KYC records retention requirements).

After the retention period, data may be:

- Securely deleted or anonymised; or

- Stored in an archived form with restricted access if required for legal, regulatory, or legitimate business purposes.

## **2.7 Data Security**

We implement reasonable security practices and procedures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. These measures may include:

- Encryption of data in transit and/or at rest, where appropriate;
- Secure servers, firewalls, and intrusion detection systems;
- Access controls on a “need-to-know” and role-based basis;
- Strong authentication and password policies for internal systems;
- Regular security reviews, audits, and monitoring.

However, no system can be completely secure, and we cannot guarantee absolute security of your data transmitted via the internet. You are advised to use secure devices and networks and maintain confidentiality of any credentials.

## **2.8 Your Rights & Choices (Subject to Applicable Law)**

Under applicable data protection laws (including DPDPA), you may have the following rights, subject to conditions and limitations:

### **Right to Access**

To request confirmation on whether we process your personal data and obtain a summary of such data.

### **Right to Correction**

To request correction, completion, or updating of your personal data that is inaccurate or incomplete.

### **Right to Deletion (Erasure)**

To request deletion of your personal data where it is no longer necessary for the purposes for which it was collected, where consent is withdrawn (and no other legal basis applies), or where required by law.

## **Right to Withdraw Consent**

Where processing is based on consent, you may withdraw your consent at any time. This will not affect the lawfulness of processing prior to withdrawal.

Certain services (including loan evaluation or ongoing servicing) may require specific data; withdrawal of consent may impact our ability to provide services.

## **Right to Grievance Redressal**

To raise concerns or complaints regarding data processing, which we shall endeavour to address within reasonable timelines and in compliance with applicable law.

To exercise any of the above rights, please contact us at [ubpspltd@gmail.com](mailto:ubpspltd@gmail.com) with appropriate identification details. We may require verification of your identity before acting on such requests.

## **2.9 Cookies & Tracking Technologies**

Our Website may use cookies and similar technologies to:

- Improve user experience;
- Remember your preferences;
- Analyse Website traffic and usage patterns.

You may control or delete cookies through your browser settings. However, disabling cookies may impact certain features or functionality of the Website.

## **2.10 Third-Party Websites & Services**

Our Privacy Policy applies only to data collected by our Website and Company. It does not apply to any third-party websites, apps, or services that you may access via links on our Website. You are encouraged to review their privacy policies separately.

## **2.11 Children's Privacy**

Our Website and services are not intended for individuals under 18 years of age. We do not knowingly collect personal data from minors. If you believe that a minor has provided us with personal data, please contact us so that we may take appropriate steps.

## **2.12 Changes to this Privacy Policy**

We may update or modify this Privacy Policy from time to time to reflect changes in legal requirements, regulatory guidance, or our data processing practices.

Updated versions will be posted on the Website with the "Last Updated" date.

Your continued use of the Website after such changes constitutes your acceptance of the revised Privacy Policy.

## 2.13 Contact & Grievance Redressal for Privacy Matters

For any questions, concerns, or grievances regarding this Privacy Policy or our data practices, please contact:

- **Grievance Redressal Officer:** Hardik Jain
- **Email:** ubpspltd@gmail.com
- **Registered Office:** 4A, 4th Floor, DCM Building, Connaught Place, New Delhi – 110001

## 3 SHIPPING POLICY (DOCUMENTS ONLY)

### 3.1 Nature of Services

UB Portfolio Services Private Limited (“UBPSPL”, “Company”, “we”, “us”, “our”) is a Non-Banking Financial Company (NBFC).

We do not sell or ship any physical products, goods, or merchandise of any kind.

All services provided by the Company relate to financial products and loan facilities, and the only “deliverables” involved are documents (such as sanction letters, agreements, repayment schedules, and statements), which are primarily shared in digital format.

### 3.2 Mode of Delivery – Digital by Default

#### Primary Mode – Digital Delivery

As a digital-first NBFC, all key documents are normally delivered electronically, including but not limited to:

- Loan sanction letters;
- Loan agreements and annexures;
- Repayment schedules / EMI schedules;
- Statements of account, reminders, and notices;
- Any addenda or revised terms (where applicable).

#### Digital Channels Used

Digital documents may be shared via:

- Registered email address provided by you;
- Customer web portal or mobile interface (if available);
- Secure document links;
- Other secure electronic modes notified by the Company from time to time.



## **Validity of Digital Documents**

Digitally shared documents and communications shall be treated as valid and binding for all legal, contractual, and regulatory purposes, subject to applicable laws and the terms of the loan agreement.

You are responsible for:

- Providing a correct and active email address and phone number;
- Regularly checking your registered email and communication channels;
- Informing us of any change in contact details promptly.

## **3.3 Physical Copies of Documents**

Although our default mode is digital, we understand that some customers may request physical copies of select documents for their records.

### **When Physical Copies May Be Provided**

Physical copies may be provided:

- On specific request by the borrower;
- Where a physical copy is required under a particular regulatory, contractual, or legal process;
- Where the Company, at its discretion, decides to send physical documentation (e.g., original agreement copies, notices in certain cases).

### **How to Request Physical Copies**

You may request physical copies of select documents by:

- Writing to us at [ubpspltd@gmail.com](mailto:ubpspltd@gmail.com) from your registered email ID; or
- Contacting our support / relationship manager (if applicable) and following the procedure communicated; or
- Using any self-service request feature that may be available on our portal or app (if provided).

Your request should clearly mention:

- Full name;
- Loan account number (if applicable);
- Type(s) of document required (e.g., sanction letter, loan agreement, repayment schedule);
- Current postal address for dispatch.

## **Dispatch Timeline for Physical Documents**

Once your request for physical copies is verified and accepted, the Company will generally dispatch the documents within 3–5 business days.

“Business days” mean days on which banks and financial institutions are open for business in New Delhi, excluding weekends and public holidays.

## **Mode of Dispatch**

Physical documents may be sent via:

- Registered post / speed post; or
- Courier service; or
- Any other reputable delivery partner as determined by the Company.

The choice of service, courier partner, and mode (standard/express) is at the Company’s discretion, unless specifically agreed otherwise in writing.

## **Delivery Area**

In general, physical documents will be dispatched only to addresses within India, as per the address recorded in our system or as otherwise confirmed and accepted.

Dispatch to international addresses, if ever required, will be considered on a case-by-case basis and may be subject to additional charges, timelines, and conditions.

## **Delivery Failure or Returned Shipments**

If a shipment is returned to us due to:

- Incorrect or incomplete address;
- Unavailability of recipient;
- Refusal to accept delivery;
- Any other cause beyond our reasonable control;

then:

- We may contact you on your registered contact details to arrange a re-dispatch (if appropriate);
- Additional courier / postage charges for re-dispatch may be applicable and may need to be borne by you;
- The Company is not liable for delays or failures in delivery arising from incorrect data provided or circumstances beyond its control (e.g., courier delays, natural calamities, strikes, etc.).

### 3.4 No Product Shipping

For clarity:

- The Company does not ship, sell, or distribute any consumer products, merchandise, or physical goods.
- This Shipping Policy is limited strictly to documents related to our financial services.

### 3.5 Contact Details

For any queries regarding this Shipping Policy, your loan documents, or any other website-related matter, you may contact:

- **UB Portfolio Services Private Limited**
- **Registered Office:** 4A, 4th Floor, DCM Building, Connaught Place, New Delhi – 110001
- **Email (General/Support/Grievances):** ubpspltd@gmail.com

#### Grievance Redressal Officer

- **Name:** Hardik Jain
- **Email:** ubpspltd@gmail.com

The Grievance Redressal Officer will endeavour to acknowledge and resolve issues within timelines prescribed by applicable RBI guidelines and applicable laws.

## 4 CANCELLATION & REFUND POLICY

### 4.1 Overview

This Cancellation & Refund Policy governs how loan application cancellation, loan closure, and payment-related refunds are handled by UB Portfolio Services Private Limited.

Because our core service is lending and not sale of goods, the concept of “cancellation” applies differently at various stages of the loan lifecycle:

- Before sanction and/or before signing of the loan agreement;
- Post-sanction but before disbursement;
- Post-disbursement (i.e., after loan amount has been credited to your account or otherwise disbursed);
- Payments made by you (e.g., processing fees, EMIs, part-payments, foreclosure amounts, etc.).

## 4.2 Loan Application Cancellation

### 4.2.1 Before Sanction and Before Agreement Signing

**Right to Withdraw Application** You may withdraw or cancel your loan application any time before:

- The loan is sanctioned; and
- Any loan agreement is executed (physically or digitally).

**How to Cancel at This Stage** You can request cancellation by:

- Emailing from your registered email ID to ubpspltd@gmail.com; or
- Using any cancellation feature (if available) on our portal/app; or
- Contacting your relationship manager and following the required confirmation process.

### Impact on Charges

- If no processing/assessment/technical fees have yet been applied or collected, typically no charges are levied.
- If certain non-refundable evaluation or processing fees were explicitly agreed to and charged during application, such fees may not be refundable, even if you cancel before sanction, subject to the terms disclosed at that time.

### 4.2.2 Post-Sanction but Before Agreement Signing

Once a loan is sanctioned (i.e., you have received a sanction letter/approval from the Company):

**Cancellation Requests** You may still request that the sanctioned facility not be availed and that the process be halted before executing the loan agreement.

**Processing & Other Fees** At this stage, the Company may have already:

- Incurred internal costs of underwriting and assessment;
- Paid third-party verification/KYC fees;
- Allocated credit limit against its internal exposure limits.

As a result, sanctioned but not availed loans may still attract non-refundable processing or administrative fees, as clearly mentioned in:

- The sanction letter; and/or
- The applicable schedule of charges shared with you.

**Refund of Fees at This Stage** Unless otherwise specified in the sanction letter or agreed in writing:

- Processing fees, technical assessment fees, or similar charges are generally non-refundable once a loan has been sanctioned.
- If any refundable charges exist, those will be handled as per the specific terms in your sanction letter/loan documentation.

#### **4.2.3 Post-Sanction and Post-Agreement but Before Disbursement**

In some cases, you may have:

- Received a sanction;
- Executed the loan agreement;
- But disbursement has not yet occurred.

In such a scenario:

- You may request that disbursement not be made and the facility be cancelled.
- The Company will review such requests on a case-by-case basis, subject to:
  - Compliance with applicable law;
  - Internal policies for cancellation.

#### **Charges**

- Processing fees, document charges, technical or legal charges once incurred are typically non-refundable;
- Any refundable security deposits (if applicable) will be dealt with as per the loan agreement.

### **4.3 Post-Disbursement – No Cancellation, Only Closure**

Once the loan has been disbursed (i.e., the loan amount has been credited to your bank account, or paid on your behalf as per the purpose of the loan):

#### **No Cancellation of Loan**

At this stage, the loan cannot be “cancelled” like a regular product purchase.

Your relationship is governed by the loan agreement, which specifies the repayment obligations, interest, and charges.

## **Prepayment / Part-Prepayment / Foreclosure**

Instead of “cancellation”, you may be able to:

- Prepay a part of the outstanding principal; or
- Foreclose (close) the loan before its scheduled tenure,

subject to:

- Applicable prepayment/foreclosure charges, if any;
- Minimum lock-in periods or notice periods as specified in the loan agreement;
- Any regulatory constraints or requirements.

## **Interest and Fees**

- Interest accrued up to the date of prepayment/foreclosure will generally remain payable;
- Any non-refundable charges (processing fees, documentation charges, etc.) already collected will not be refunded upon prepayment or foreclosure, unless explicitly stated otherwise.

The precise terms for prepayment, foreclosure, and related charges will be defined in your loan agreement and sanction letter, and in case of any conflict, those documents will prevail over this general policy.

## **4.4 Refund Policy – Payments Made by Customers**

Refunds generally relate to money paid by you to the Company, such as:

- EMIs, part-payments, foreclosure amounts;
- Processing/administrative fees;
- Other service-related charges.

Refunds are not applicable for amounts correctly due and paid under the loan agreement. However, refunds may be considered in specific situations, as outlined below.

### **4.4.1 Eligible Refund Scenarios**

Refunds may be considered in the following scenarios:

**Duplicate Payments** You accidentally make the same payment more than once for a single due amount (for example, two identical EMI payments for the same period).

Upon verification, the excess amount may either be:

- Adjusted against future dues; or
- Refunded back to your source account, based on your written request and the Company's policy.

**Erroneous or Excess Payments** You remit more than the outstanding amount or pay an incorrect sum due to typographical error or system confusion.

After reconciliation and confirmation that an excess amount has been received and is not required to be adjusted against any current or future dues, the excess portion may be refunded.

**Failed Transactions with Amount Debited** In case of a technical or network error where:

- Your bank account/card is debited; but
- The payment is not reflected in our systems or is flagged as failed.

The Company will coordinate, where feasible, with payment gateways and banks to trace the transaction.

If the payment has indeed been received by us twice or in error, a refund or adjustment will be made as appropriate.

**Other Exceptional Cases** Any other case where a payment is clearly established to have been taken in error or without a corresponding liability, subject to review by the Company.

#### **4.4.2 Non-Refundable Charges**

Unless explicitly mentioned otherwise in the sanction letter, loan agreement, or a specific product communication, the following are typically non-refundable:

- Loan processing fees;
- Technical evaluation / legal charges;
- Documentation charges;
- Stamp duty and statutory levies;
- Service charges for value-added services already rendered.

These charges compensate for services and costs that are incurred regardless of whether you continue with or close the loan later.

### 4.4.3 Refund Timelines

**Timeframe** Once a refund request is found to be valid and approved, the Company will generally initiate the refund within 7–10 working days.

Working days exclude weekends and public holidays and are counted as days on which banks and financial institutions are open for business in New Delhi.

**Mode of Refund** Refunds are typically made via:

- NEFT/RTGS/IMPS to the same bank account from which payment was originally received; or
- Reversal to the original payment instrument (where possible, such as UPI/card/gateway).

The exact timeline for the amount to reflect in your bank or card account may depend on your bank/payment provider's processes and is beyond our direct control.

### 4.4.4 How to Request a Refund

To request a refund (for duplicate/erroneous/excess payment), you should:

- Write to us at [ubpspltd@gmail.com](mailto:ubpspltd@gmail.com) from your registered email ID, providing:
  - Full name;
  - Loan account number;
  - Payment date and amount;
  - Mode of payment (UPI, NEFT, RTGS, card, etc.);
  - Transaction reference number / UTR number / bank statement proof;
  - Reason for refund request.

The Company may request additional documentation or information as required to:

- Verify your identity and loan account;
- Reconcile the transaction in our systems.

After due verification, the Company will inform you whether your refund request is:

- Approved (with expected processing timeline); or
- Rejected, along with a brief reason (e.g., payment correctly applied to your outstanding dues).



## 4.5 Chargebacks & Disputes

In case of payments made via credit/debit cards or payment gateways, if you initiate a chargeback or dispute with your bank:

- We will provide necessary information and documentation to the bank or payment provider to clarify the transaction;
- Any bona fide outstanding dues on your loan account will remain payable as per the loan agreement, regardless of the chargeback process.

You are encouraged to first contact us at [ubpspltd@gmail.com](mailto:ubpspltd@gmail.com) to resolve any payment-related issue before initiating a chargeback, to avoid misunderstandings and delays.

## 4.6 Policy Updates and Overrides

The Company reserves the right to modify, amend, or update this Shipping Policy and Cancellation & Refund Policy at any time, subject to applicable law and regulatory guidelines.

The loan agreement, sanction letter, and product-specific terms may contain clauses on fees, cancellation, prepayment, and refunds. In case of any inconsistency between:

- This general website policy; and
- The specific terms in your loan agreement/sanction letter,

the loan agreement/sanction letter will prevail for that specific loan relationship.