



महाराष्ट्र MAHARASHTRA

2023

CC 466746

प्रधान मुद्रांक कार्यालय, मुंबई  
प.मु.वि.क्र. ८०००००९  
26 SEP 2023  
सक्षम अधिकारी

**SERVICE LEVEL AGREEMENT**

This Agreement is made at Mumbai on this 26th day of October, 2023.

श्रीमती लता सांगळे

**BETWEEN**

**Bank of Baroda** Body Corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its head office at Baroda and Corporate Office C-26 G Block, Bandra Kurla Complex, Bandra - East, Mumbai - 400 051. Hereinafter referred to as the **BANK**

**AND**

**PAMAC Finserve Private Limited** a company register under the companies Act 1956 & 2013 having its Register Office at A21, Shriram Industrial Estate, 13, G D Ambekar Road, Wadala, Mumbai - 400031., hereinafter referred to as "**the Company**" (Which expression shall unless the context or meaning otherwise requires shall mean and include its directors for the time being and includes their survivor/s, legal heirs, administrators, executors, successors and assigns) of **the Other Part;**

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For PAMAC FISERVE PVT. LTD.  
Authorized Signatory





## WHEREAS:

1. The Bank is in the business of providing Banking services, Custodial services, Retail Banking and lending services, and is desirous of availing of certain specialized services relating to contact point verification for Retail Loans for the customers for 2 years.

2. The Company, being in the business relating to customer verification and document verification in connection with processing of retail loans and also the services which are incidental to, represented to the Bank that it has the requisite skills, knowledge, experience, expertise and capability to perform the specialized functions and also has trained and experienced personnel possessing the requisite skills and knowledge to perform the functions in terms of this Agreement, and that the Company has all legal permissions, licenses and compliances in place and it also provides such services to other financial institutions, banks, companies etc. has expressed its willingness and have agreed to provide its services to the Bank on the terms and conditions as provided herein below and the parties have agreed to record in writing the same hereunder this agreement..

## IT IS NOW AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

### 1. SCOPE OF SERVICES

The Company hereby agrees to provide to the Bank and the Bank hereby agrees to avail of, from the Company, the services as detailed in **Annexure 1** annexed herewith (hereinafter referred to as "**the said services**") the Company shall carry out the said activities according to the highest standards as may be required by the Bank from time to time. The Company shall carry out the said activities under this agreement to the utmost satisfaction of the Bank

### 2. TERM AND TERMINATION

This agreement shall be valid for a period of 2 years commencing from **1<sup>st</sup> July 2023** and valid up to **30<sup>th</sup> June 2025** unless otherwise terminated earlier. Further the agreement may be renewed for further period as decided between the parties by written agreement.

Notwithstanding the above, this agreement can be terminated by either party by giving not less than 30 days prior written notice to the other party.

### 3. CONSIDERATION

The payments to be made to the Company as per Annexure – 1 shall be inclusive of all Taxes but excluding Service Tax, which shall be shown separately in the invoice raised by the Company and shall be paid by the Bank. The Bank shall not be entitled to pay any other tax or Levies or any other amounts due to any statutory and/or regulatory authority with respect to the same. The Bank shall



For PAMAC FINSERVE PVT. LTD.  
*Vijay G.*  
Authorised Signatory





however, be entitled to deduct income tax at source before making the payment to the Company.

The Company shall be paid as per the **Schedule of Charges** annexed hereto as **Annexure 1** by way of consideration for rendering the said services. The parties to this agreement can modify the charges by an instrument in writing duly executed by both the parties.

#### 4. OBLIGATIONS OF THE COMPANY

The Company shall:

- a. Engage requisite number of personnel to facilitate rendering of the said services in an efficient and timely manner besides employing sufficient supervisory personnel to supervise the work of its employees for this purpose, the Company shall provide the deployment plan with details of staff as well as reserves, to the Bank.
- b. Take the requisite Insurance policies and in particular relating to coverage of loss caused by forgery, fraud or dishonesty and shall also take fidelity insurance of the personnel employed by it.
- c. Be responsible and liable for payment of salaries, provident fund and other dues of the employees who are employed by it for rendering the said services and shall maintain books of accounts, records, documents, etc., and comply with all statutes, rules and regulations applicable to it or employees employed by it for fulfillment of the terms of this agreement.
- d. The Company's employees shall be in its direct control, management and supervision. The Company shall be free to transfer its employees / staff in accordance with the Company's needs.
- e. Comply with the provisions of all laws and rules made there under and in particular all the relevant labor laws and taxation laws in force from time to time.
- f. The Company hereby agrees to indemnify and hold the Bank save and harmless from and against any liabilities arising out of any labor statutes, all taxes, additions to tax, penalties and interest thereon assessed by any Government or other authorities / officials and all liabilities, costs, charges, including reasonable legal fees incurred in defense of such assessment.
- g. The Company shall render professional services of the highest quality to the Bank from the date of this agreement and shall follow all instructions issued by the Bank with respect to such services with due diligence.
- h. It shall perform verification services through its employees in a lawful manner and shall not engage in any unfair or misleading practices or resort to any forcible, oppressive, vindictive, illegal or criminal means and shall not engage in any conduct or practice which harasses, oppresses or abuses the proposed borrower or any person in connection with verification services. The Company

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For PAMAC FINSERVE PVT. LTD.  
*Vijay Gai*  
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shall engage requisite number of personnel to facilitate rendering of the said services in an efficient and timely manner besides employing sufficient supervisor personnel to supervise the work of the employees.

i. It shall not collect or attempt to collect any information/documents that it is not authorized to collect under the directions of the Bank or applicable law.

j. The Company shall always endeavor to promote the interests of the Bank and observe honesty in the dealing with the Bank. The Company shall observe ethical practices and professional integrity in their performance, and shall ensure that no complaints are made against it/ or bank by any person/body with respect to the services rendered under this Agreement

k. The Company understands that it is representing the Bank while dealing with the Bank's customers and outsiders in connection with discharging services UNDER THIS agreement and shall show courtesy, forbearance and good temper at all times.

l. The Company shall not collect and receive any monies from any customers of the bank or from any other person with respect to the services being rendered under this Agreement.

m. The Company shall allow the Bank and its representative's reasonable opportunity to inspect its premises during business hours for verification of quality of the service, infrastructure, accounting, information keeping and records for various compliances, stationery and other product or term available and being used in connection with services rendered by it. The inspection shall not be construed as the statutory internal audit of the Company. Further, the Company shall allow bank to make such random checks of its facilities, records, operations and procedures relating to this agreement as Bank considers necessary and appropriate.

n. The Company shall notify to the Bank in writing of any change in the ownership, management of the Company within three business days of such change.

o. The Company shall be impartial in dealing with outsiders with respect to this Agreement and shall not indulge in any type of discrimination on the basis of caste, sex creed and religion.

p. The Company acknowledges that the information/documents procured from the proposed borrower shall always remain the property of the Bank and the Company shall have no right or lien over the same that may come in its possession.

q. The Company agrees that it shall be liable both for civil and criminal action if the particulars/data/information provided by it is incorrect/false or partly correct.



For PAMAC FINSERVE PVT. LTD.  
*V. S. Sengupta*  
Authorised Signatory





r. The Company shall follow the due process of law while discharging duties under this Agreement and shall not indulge in any illegal and unethical activities.

s. The Company is aware that the Bank is bound by the Reserve Bank of India guidelines regarding all its Business, and the Reserve Bank of India, as regulator is entitled to have access and inspect all the records of the Company with respect to this Agreement. The Company shall extend full cooperation to the Reserve Bank of India in this regard.

t. The Company shall return all data, documents and records pertaining to this Agreement, including third party information back to the Bank upon termination of this Agreement or upon the Bank calling upon it to do so.

## **5. TAXES, IMPOST, LEVIES AND OTHER LEGAL COSTS**

The Company shall agree that all kinds of tax, impost, levies, cess whether statutory or governmental and or otherwise either imposed or levied or chargeable by reason of the services provided/rendered by it in performance of its obligations under this agreement and or any payment due under this agreement from the Bank including legal cost, expenses, damages and or other monies suffered and or incurred shall be exclusively borne by the Company paid explicitly without claiming any reimbursement whatsoever from the Bank .

## **6. AUTHORITY/ CONFIDENTIALITY**

The Company agrees that all tangible and intangible information received / gained / obtained / developed or disclosed including all documents, data, applications, negotiable instruments, papers and statements and any business / customer information and trade secrets of the Bank, relating to its business practices or critical to its competitive position in the market place in connection with the performance of this agreement as deemed by the Bank, shall be kept confidential (" hereinafter referred to as the " Confidential Information " ).

Use of the Confidential Information is subject to the discretion of and authority of the Bank, and that the Company shall ensure that the Confidential Information is not used or permitted to be used in any manner incompatible or inconsistent with that authorised by the Bank even after the term of this agreement and that the Company shall be responsible / accountable for any act/deed done to the contrary and indemnifies the Bank for any loss/damage that may be caused to or suffered by the Bank. On the expiry or termination of this Agreement, the Company shall hand over or cause to be handed over all the Confidential Information, relevant documents and all other related materials in its possession to the Bank.



For PAMAC FINSERVE PVT. LTD.  
*Vepure go*  
Authorised Signatory





The Company shall safeguard the Confidential Information and take all the necessary action to protect it against misuse, loss destruction, alterations or deletions thereof.

In the event of a breach or threatened breach by the Company of the aforesaid clause, monetary damages may not be an adequate remedy; therefore, the Bank, shall be entitled to injunctive relief to restrain the Company from any such breach, threatened or actual. This article will remain in force even after termination of this agreement.

#### 7. **REQUIRED DISCLOSURE**

If the Company is directed by a Court Order, subpoena or other legal or regulatory direction / request or similar process to disclose information recorded on any documents or disclose any Confidential Information, it shall so notify the Bank in writing, in sufficient detail immediately upon receipt of such Court order, subpoena, legal or regulatory request or similar process, in order to permit the Bank to make an application for an appropriate protective order (which the Bank may pursue at its own expense ). Such notice shall be accompanied by a copy of the Court order, subpoena, legal or regulatory direction / request or similar process. The Company shall give an opportunity to the Bank for a period of three days to move the appropriate Court in appeal to obtain a stay order if the Bank so desires.

#### 8. **NON - PERFORMANCE OR DEFAULT**

Without prejudice to the provisions of Section 2, the Bank may terminate this agreement with immediate effect by giving a written notice to the Company under the following circumstances

- a) If the Company commits any breach of any of the terms and conditions of this Agreement, or in the opinion of the Bank, the performance of the Company is not acceptable.
- b) If the Company and/or any of its agents or employees engage in fraud or other illegal or unethical activities, or in any activities which the Bank, in its reasonable judgment, believes could adversely affect the reputation of the Bank.
- c) If the Company, being a Company enters into liquidation, whether compulsory or voluntary, or makes an assignment for the benefit of or compound with its/his creditors, or have a manager or a receiver appointed in respect of its assets, and/or any part of its Business.
- d) The Company being disabled to render services under this Agreement due to the revocation of the license or any other authorization granted to the Company by any statutory authority.
- e) The Company breaches the terms of Confidentiality Clause of this Agreement



For PAMAC FINSERVE PVT. LTD. Page 6 of 16  
*Vepur*  
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- f) Any event triggering the indemnity Clause of this Agreement occurs.
- g) This Agreement being rendered invalid due to operation of any law.
- h) The Bank changes its policy in respect of provision of this Agreement if the rendering of such Services is found to be detrimental to the interest of the Bank.
- i) The Company becomes the subject of a court order for its winding up;
- j) the Company is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation

The Bank's right to terminate this Agreement as above, shall be in addition to any other rights or remedies that the Bank may have under this Agreement, and at law or in equity, as a result of the Company breach of this Agreement.

#### 9. **INDEPENDENT SERVICE PROVIDER**

This agreement is on a principal to principal basis and does not create any employer - employee relationship.

The Company shall provide the said services hereunder as an independent service provider and nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship of principal and agent or master and servant, or employer and employee between the Bank and the Company and/or the personnel assigned/provided/deployed by the Company or provide either party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of any of them. The Company acknowledges that its rendering of the said services is solely within its control subject to the terms and conditions agreed upon and agrees not to hold itself out to be an employee of the Bank or any subsidiary or affiliate thereof.

The Company further undertakes to indemnify and hold the Bank free and harmless from any loss, claim, damage, costs or expenses, including reasonable attorney's fees, to which the Bank may be subjected, by virtue of any finding related to an employer / employee relationship between the Company and the Bank in any proceedings initiated by the Company and / or the personnel assigned / provided/ deployed by the Company for rendering of the said services.

The Company's personnel, employees, agents, etc., have no authority / right to bind the Bank in any manner. It is also clarified that the personnel employed by the Company will be governed by the terms of the Company's employment and the Company alone shall be responsible for taking such fidelity insurance in respect of its personnel and or representatives and shall remain exclusively liable at all times to the Bank in the event of any adverse claims of whatsoever nature made on the Bank by the Company's personnel, employees, agents, etc.,



For PAMAC FINSERVE PVT. LTD. Page 7 of 16  
*[Signature]*  
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All employees engaged by the Company shall be in sole employment of the Company and the Company shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Company

#### 10. NOT EXCLUSIVE AGREEMENT

It is expressly agreed and understood between the parties hereto that this agreement is on non - exclusive basis and the Company does not have any exclusive right to provide the said services set out in clause 1 to the Bank and that the Bank is free to engage as many companies / Company, whether similar or otherwise, to provide such services and enter into agreements with any other person, Company, organization, as may be deemed fit by the Bank. The Company shall also be at liberty to secure assignments from any other body corporate or Bank.

#### 11. PUBLICITY

The Company, its employees, agent's etc., shall not use the name, trademark and / or logo of the Bank in any sales or marketing publication or advertisement or in any other manner without prior written consent of the Bank.

#### 12. ASSIGNMENT

The Company shall not assign any of its responsibilities contained in this agreement to any agent, sub - agent or any third party without prior written permission of the Bank, which the Bank may deny in their absolute discretion.

Sub-contracting -

The Company shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under the contract.

#### 13. PROPRIETARY RIGHTS

The Company agrees that the work product including but not limited to all information, reports, studies, computer programs and systems, object or source code, flow charts, diagrams, and other tangible material of any nature whatsoever produced by it or as a result of any of the Services rendered hereunder shall be the sole and exclusive property of the Bank and in furtherance thereof, the Company hereby irrevocably grants, assigns transfers to the Bank all rights, title and interest of any kind in any work product produced in pursuance to this agreement. The Company shall not be entitled to make use of any of the materials except as may be expressly permitted in this agreement.



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For PAMAC FINSERVE PVT. LTD.  
*Vipul*  
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14. **WARRANTY**

The Company further warrants to the Bank that the materials, documentation, analysis, data programs and services to be delivered or rendered hereunder, will be of the kind and quality designated and shall meet specifications as determined in the Bank's sole and exclusive discretion.

15. **COMPUTER / SYSTEMS USE**

The Bank shall provide the Company the requisite documents, forms, papers, cards and other material to enable the Company to provide the said services. The Company shall arrange to make the data entry as per the specifications that may be given by the Bank from time to time. The Company shall provide / furnish to the Bank the necessary / relevant data and Management Information Reports as may be required by the Bank from time to time.

16. **INDEMNIFICATION**

- a. The Company shall fully indemnify and hold harmless the Bank against any liability, loss, claim, penalties, costs, expenses directly or indirectly incurred or suffered by the Bank, arising on account of any act, commission or omission attributable to the improper handling of the Bank's documents and property or to the negligence of any person of the Company which has resulted whether on account of breach of any of the conditions of this Agreement by the Company and or its employees; of on account of any disclosure of the confidential information or otherwise howsoever;
- b. The Company shall compensate the Bank for any loss and/or damages caused to the Bank as a consequence of misconduct or negligence of all or any of its employees, representatives of any individual assigned for the performance of the services under this Agreement. In the event of such a claim for loss or damages being made by the Bank, the Bank shall be entitled to adjust such amounts as claimed against the future or outstanding payments due to the Company. Any such claim for loss and/or damage made by the Bank shall not amount to a waiver of the Bank's right to terminate this Agreement or any of the other rights available to the Bank either under this Agreement or otherwise howsoever.

Any loss, misappropriation, misuse or damage of or to any confidential information or documents or property of the bank etc. for any reason whatsoever (including force majeure) occurring while the same are in the possession (including all kinds of constructive possession) or custody of the Company and or its Personnel/representatives or within the control of the Company and or its Personnel/representatives.



For PAMAC FINSERVE PVT. LTD.  
*[Signature]*  
Authorised Signatory





Any claims, liabilities, damages, losses, costs, charges, expenses, proceedings, and actions of any nature whatsoever made or instituted against or caused to or suffered by the bank directly or indirectly by reason of:

- c. Any wrongful, incorrect, dishonest, criminal, fraudulent or negligent work, misfeasance, bad faith, disregard of its duties and obligations hereunder, service, act or omission of or by the Company or any of its Personnel.
- d. Any theft, robbery, fraud or other wrongful act or omission by the Company or its Personnel.
- e. Any breach of the provisions of this Agreement by the Company or its Personnel.
- f. Any claim by the Personnel employed by the Company against the Bank (including any labor related claim such as a claim that the Personnel should be employed by the Bank).

The Company shall be liable for any change in quality of the services undertaken hereunder this agreement. Any such change shall be construed as loss whether direct or indirect and the bank shall reserve the right to and shall be entitled to claim reimbursement from the Company.

- g. The Company agrees to indemnify and hold the Bank harmless from any loss, claim, damage, costs or expense of any kind including reasonable attorney's fees to which the Bank may be subjected by virtue of a breach of any terms/obligations/ warranty provided in this agreement.
- h. Any loss or damage incurred by the Bank and/or any party on account of failure upon the part of the Company to take adequate security measures with respect to the data available with the Company.
- i. Any claim made upon and any action taken against the Bank by any statutory authority or Court on account of the Company continuing with the services being rendered under this Agreement, after receipt of a prohibitory order from a statutory authority or Court, provided that the bank shall provide the information about said notice or claim/dispute to the Company within 7 days of its receipt.

The Bank being entitled to be indemnified pursuant to the provisions of this Agreement, the Bank shall also be entitled to and accordingly, debit the Company's accounts held by the Bank with any of the branches of the Bank. On account of such loss, irrespective of any dispute that the Company may have in respect of such payments and loss.

The indemnities under this Clause are in addition to and without prejudice to the indemnities given elsewhere in this Agreement.



For PAMAC FINSERVE PVT. LTD.  
*[Signature]*  
Authorised Signatory





## 17. LIMITATION OF LIABILITY

- a) The Company shall be liable to the Bank for all or any claims, damages and expenses of any nature whatsoever arising directly or indirectly from any negligent, dishonest, criminal or fraudulent act of any individual assigned for the performance of the services under this Agreement and / or for any loss and /or damage caused to the property of the Bank, in particular to the Bank's documents, items etc. while in its possession.
- b) The Company shall be liable for any indirect, special or consequential damages to the Bank, which may arise as a result of non-performance or contravention of all or any of the terms and conditions under this Agreement. In the event of any such damages occurring to the Bank, the Bank shall be entitled to adjust the amounts so claimed as damages against the future payments due by the Bank to the Company.

17A. such liability arising as stated in clause no 15 and 16 of agreement Company will indemnify the Bank for not exceeding average one month bill amount (for last 12 months) or Rs.1,00,000/-for loss whichever is higher.

## 18. SERVICE STANDARDS

The Company shall employ its best efforts to meet the Bank's job / task deadlines and the documentation standards. The Company shall discuss and review the progress, status of the current assignment, on a regular basis as and when required with the Bank.

## 19. GENERAL PROVISIONS

- a. Paragraph Headings: Paragraphs headings are for convenience only and shall not be a part of the Terms and Conditions of this Agreement.
- b. Waiver: Failure by the Bank at any time to enforce any obligation by the Company or to claim a breach of any term of this agreement or to exercise any power agreed to hereunder will not be construed as a waiver of any right, power or obligation under this agreement and it will not affect any subsequent breach and will not prejudice the Bank as regards any subsequent action.
- b. Severability: If any term or provision of this agreement should be declared invalid by the Arbitrators, the remaining terms and provisions of this agreement shall remain unimpaired and will remain in full force and effect.
- d. Modification: No modification, waiver or amendment of any term or conditions of this agreement shall be effective unless and until it shall be reduced to writing and signed by the Bank and the Company.



For PAMAC FINSERVE PVT. LTD. Page 11 of 16  
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## 20. **ARBITRATION**

1. All disputes between the parties hereto shall be referred to a sole Arbitrator appointed by the Bank. The Arbitral proceedings shall be conducted as per the provisions of the Arbitration & Conciliation Act 1996. The venue of such arbitration shall be Mumbai. The proceedings shall be conducted in English.
2. This Agreement shall be governed by Indian laws, and shall be subject to the jurisdiction of the courts in Mumbai.

## 21. **COMPLETE AGREEMENT**

This agreement supersedes any and all agreements, contracts or addenda relating to the said services by the Company. This agreement is entire in itself and cannot be changed or terminated orally. No modification of this agreement shall be binding unless communicated in writing and signed by the Bank and the Company.

## 22. **RIGHTS OF THE BANK:**

1. The Bank shall be entitled to conduct audit and inspection of the records and documents held by the Company by itself or through a third party, with respect to the services discharged by the Company under this Agreement in such intervals as the Bank may desire.
2. The Bank is at liberty to call for any statements and MIS from the Company as and when required.
3. The bank shall inspect the records of the Company or appoint any person for inspection of records at any point of time.
4. In the event of the Company not performing duties to the satisfaction of the Bank, or being unable to perform its duties, the Bank shall be entitled to transfer the work supposed to be done to another person, and shall be entitled to recall for all the documents and records from the Company.
5. The Bank shall be entitled to exercise right of lien and set off over the fees payable to the Company under this Agreement by the Bank for any loss caused to the Bank due to the acts of the Company, and for all the amounts to which the Bank is entitled to as per the provisions of Clause (8).
6. Your opinion / certificate would be an input for our decision making. Therefore, we would like to state that in the event your opinion / certification turns out to be untrue and factually incorrect causing loss to the Bank, we may seek such clarifications as may be required to investigate the matter and fix the responsibility. In the event it is established that there was gross negligence on your part or you had colluded with our customer in causing pecuniary damage / loss to the Bank we may recommend your name for including in the caution list being maintained by the IBA for circulation amongst member banks. The Association has been mandated by the RBI to do so.



For PAMAC FINSERVE PVT. LTD. Page 12 of 16  
*[Signature]*  
Authorised Signatory





**Penalty Clause:** Going forward to ensure timely submission of reports by CPV agency, Bank will keep on charging penalty of 25% for delay of every additional 24 hours till the submission of reports by CPV agency.

**23. REPRESENTATIONS OF THE COMPANY:**

1. All the actions of the Company are in accordance with laws and regulations and they do not violate any law or act, unlawfully leading to claims against the Bank.
2. The Company possesses all the necessary approvals, licenses and authorizations from the statutory authorities, and as required by the relevant laws, and has been complying with all laws and regulations.
3. The Company has the entire required infrastructure to carry out the work assigned to it by the Bank.

**24. NOTICES:**

Notices, writings and other communications, under this Agreement may be delivered by hand, by registered mail, by overnight courier service, or facsimile to the addresses and numbers specified as follows :-

|   |   |
|---|---|
| Bank:<br><br>Bank of Baroda, <b>BCC</b><br><b>C-26, G-BLOCK</b><br><b>BKC, MUMBAI</b><br>e-mail: <b>home loans.bcc@bankofbaroda.com</b> | Company:<br>PAMAC Finserve Pvt. Ltd.<br>A21, Shriram Industrial Estate,<br>13, G D Ambekar Road, Wadala,<br>Mumbai - 400031<br>e-mail: murugan.odiyar@pamac.com |
|---|---|

Notice will be deemed to be given:

- (a) In the case of hand delivery or registered mail or overnight courier, upon written acknowledgement of receipt by an officer or other duly authorized employee, agent or representative of the receiving party;
- (b) In the case of facsimile upon completion of transmission, as long as the sender's report shows successful transmission.

Provided further that in cases of a notice being forwarded by facsimile, a copy of the notice shall also be forwarded by hand delivery, registered mail or overnight courier Services.



*[Signature]*





The address for notice may be changed by any of the parties, by giving notice to the parties.



**IN WITNESS WHEREOF** the parties hereto have set their hands unto this agreement of the day, month and year first hereinabove mentioned.

**Signed and delivered** by the

Within named Company PAMAC Finserve Pvt. Ltd.  
at the hands of Mr. Vipul Gogri - Sr. Vice President

in presence of : Prithvi Joshi - Asst. Vice President

  
(Witness)

For PAMAC FINSERVE PVT. LTD.  
  
Authorised Signatory  


**Signed and delivered** by the

Within named Bank

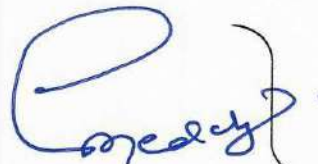
**Bank of Baroda**

At the hands of Mr. S. S. Reddy (D.M. Retail & Mortgages)

in presence of : Pranish Sandhu

(Chief Manager) (Witness)







## Annexure: 1

### 1. Scope of Services/Charges:

| Activity                       | Existing Rate |     |
|--------------------------------|---------------|-----|
|                                | ICL           | OCL |
| Residence address verification | 110           | 175 |
| Work / Office Verification     | 110           | 175 |
| ITR Verification               | 125           | 125 |
| Form 16 Verification           | 110           | 110 |
| Pay Slip Verification          | 110           | 110 |
| Bank Statement Verification    | 110           | 110 |
| Single tele verification       | 10            | 10  |

**Penalty Clause:** Going forward to ensure timely submission of reports by CPV agency, Bank will keep on charging penalty of 25% for delay of every additional 24 hours till the submission of reports by CPV agency.

### NOTES to the above proposal:

- TAT for Physical verification within City Limit 24 - 48 hours and Out of City Limit 48 - 72 hours.
- Service Tax/GST as Applicable will be additional.
- Payment terms are considered max 15 days from receipt of bills from our end.



For PAMAC FINSERVE PVT. LTD. Page 15 of 16  
Vepur  
Authorised Signatory





## 2. Area of Operation-Locations Covered

| <b>Ahmedabad - Zone</b> | <b>Baroda- Zone</b>     | <b>Jaipur- Zone</b>   | <b>Rajkot - Zone</b>   |
|-------------------------|-------------------------|-----------------------|------------------------|
| - Ahmedabad (W)         | - Baroda                | - Jaipur              | - Rajkot               |
| - Ahmedabad (E)         | - Bharuch               | <b>Kolkata Zone</b>   | - Bhavnagar            |
| - Mehsana               | - Godhara               | Kolkata               | - Kutch/ Bhuj          |
|                         | - Navsari               | <b>Chennai Zone</b>   | - Jamnagar             |
| <b>Pune - Zone</b>      | - Surat                 | - Chennai             |                        |
| - Nagpur                |                         | - Coimbatore          |                        |
| - Pune                  | <b>Bhopal - Zone</b>    | - Madurai             |                        |
| - Aurangabad            | - Indore                |                       |                        |
| Kolhapur                | - Bhopal                | <b>Ernakulam Zone</b> | <b>Lucknow Zone</b>    |
| Nashik city             |                         | - Ernakulam           | Lucknow                |
|                         | <b>Hyderabad - Zone</b> | - Trivandrum          | Kanpur                 |
| <b>Bareilly - Zone</b>  | Hyderabad               | <b>Patna Zone</b>     |                        |
| Meerut                  | Vishakhapatnam          | - Patna               | <b>Chandigarh Zone</b> |
|                         |                         | - Bhubaneshwar        | - Chandigarh           |
| <b>Mumbai - Zone</b>    | <b>Bangalore Zone</b>   |                       | - Jalandhar            |
| - Mumbai                | Bangalore               | <b>New Delhi Zone</b> |                        |
|                         |                         | - Noida               |                        |
| <b>Mangalore - Zone</b> |                         | - Delhi               |                        |
| Mangalore               |                         |                       |                        |



For PAMAC FINSERVE PVT. LTD.  
*[Signature]*  
 Authorised Signatory

