

AGREEMENT FOR CERTAIN SPECIAL SERVICES.

THIS AGREEMENT is made at Mumbai this 01st day of August 2014

BETWEEN

M/s PAMAC Finserve Private Limited a Company incorporated and registered under the Companies Act, 1956 and having its Registered Office at A-21, Shriram Industrial Estate, 13. G. D. Ambekar Road, Wadala, Mumbai - 400 031 (hereinafter referred to as 'the Company') of the ONE PART,

AND

DBS BANK LTD, a banking company incorporated in Singapore and having its branch office in India, at Fort House, 221, Dr. D. N. Road, Fort, Mumbai 400001 hereinafter referred to as "the Bank" (which expression shall, unless it be repugnant to the context and meaning thereof, be deemed to mean and include its successors and assigns) of the OTHER PART;

WHEREAS the Bank renders several services to its customers.

WHEREAS M/s. PAMAC Finserve Private Limited hereinafter referred to as the "Company") has represented to the DBS Bank Ltd; (hereinafter referred to as the 'said Bank') that they are willing and capable of doing the work specified in Annexure-I hereto on their own and on an all comprehensive basis.

THE KAPOL CO-OP. BANK LTD
FORT BRANCH
(AUTHORISED SIGNATORY)
The Kapor Co-operative Bank Ltd.
Fort Branch, Vile Parade
Chambers Ground Floor & Horni
Mody Street, 16, Mumbai-400 007.
Mang. Fort Mumbai-400 007.
D-5/STPW/C.R. 1061/01/05/1973-76

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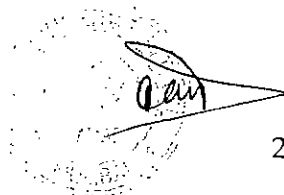


AND WHEREAS the Bank acting upon the above express representation of the Company has agreed to award the contract for providing these services on a comprehensive (turnkey) basis to the Company.

WHEREAS:-

- i) The Bank desires and requires to avail services of the Company (hereinafter called "Special Services as specified in Annexure I and which require special care, skills, knowledge, experience, expertise and capability, which the Bank does not possess.
- ii) The Company is already in the business of providing Special Services as mentioned in Annexure I to its clients through its own personnel (hereinafter called "the Facility Staff");
- iii) The Company has represented to the Bank that it has the requisite skills, knowledge, experience and expertise to perform the said Special Services, and also that it has, its own independent, trained and experienced Facility Staff having requisite skills and knowledge to perform the Special Services in terms of this agreement, and also has the experience of providing such services to other institutions, Bank.
- iv) The Company has offered to provide these Special Services to the Bank on the terms and conditions agreed upon between parties as is hereinafter contained.
- v) The Bank relying upon the above representations of the Company has agreed to avail the services on the terms and conditions set out hereunder, on a principal to principal basis.
- vi) The parties hereto have clearly agreed and understood that this Agreement shall be on the basis of a contract whereby the Bank has indicated the required services (Annexure 1) and the Company has agreed to provide the same by itself and without any assistance and/or supervision by the Bank, as a composite and complete service. The parties hereto desire to now record the terms and conditions agreed upon by them as follows:-

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS UNDER:



1 APPOINTMENT & SCOPE OF WORK

- 1.1 The Company shall provide the Special Services set out in Annexure 1 hereto, together with such modifications as the Bank may from time to time stipulate, together with all other obligations, functions and duties as more particularly described in this Agreement and hereinafter collectively referred to as "the Company's Obligations".

2 PERIOD

- 2.1 Unless terminated in accordance with the provisions of this Agreement, this Agreement shall be for a period of 3 year/s commencing on the date of this Agreement as first abovementioned.

3 CHARGES

- 3.1 In consideration of the Special Services to be provided by the Company pursuant to this Agreement, the Bank shall pay to the Company an all inclusive charge as mentioned in ANNEXURE-II to this Agreement. The said charge shall be paid by the Bank within a period of 15 days from the date of receipt of the bill/memorandum of fees raised by the Company on the Bank. The Company shall raise the bill as aforesaid at end of the month for which it is due and payable.
- 3.2 The Bank shall be entitled to set off against and deduct and recover from the aforesaid charges and any other sums payable by the Bank to the Company at any time, any tax, levy or other amount whatsoever which may be required to be deducted by order of any Court/Authority under any law now existent or which may come into existence during the currency of this Agreement as also any and all amounts which may be or become payable by the Company to the Bank under this Agreement or pursuant thereto, provided however that the Bank will give the Company a notice of not less than 2 days prior to the making of any set-off, deduction or recovery (other than a set-off, deduction or recovery made in accordance with any law or required to be made under any law or made pursuant to any order of a Court or other authority) against or from the aforesaid charges/sums lying with the Bank.
- 3.3 It is hereby clarified that the Bank's only obligation is to pay the aforesaid charges to the Company's duly authorised agents, employees, Facility Staff, representatives and/or other persons for whom the Company is responsible (hereinafter collectively referred to as "Facility Staff"). Any such payment made to and received by such authorised agent, etc. shall be considered as a full discharge of the Bank's obligations hereunder.

4 THE COMPANY'S REPRESENTATIONS AND WARRANTIES

The Company hereby represents, warrants and confirms to the Bank that:

- 4.1 It has full capacity, power and authority to enter into this Agreement; and during the continuance of this Agreement, will continue to have full capacity, power and authority to carry out and perform all its duties and obligations as contemplated herein and has already taken and will continue to take all necessary and further actions, (including where applicable without limitation obtaining of all Governmental and other necessary approvals/consents/licences in all applicable jurisdictions) AND to authorise the execution, delivery and performance of this Agreement.



- 4.2 It has the necessary skills, knowledge, experience, expertise, required capital net worth, adequate and competent Facility Staff, systems, equipment and procedures and capability to duly perform its Obligations in accordance with the terms of this Agreement and to the satisfaction of the Bank, provided however that the Bank's judgment as regards the quality and skills of the Company and its Facility Staff, shall be final and binding on the Company.
- 4.3 The execution of this Agreement and providing services hereunder by the Company to the Bank, does not and will not violate, breach any covenants, stipulations or conditions of any Agreement, Deed entered into by the Company with any third party/ies.
- 4.4 The Company hereby acknowledges and accepts that the Bank has relied upon the above representations and warranties in deciding to enter into this agreement.

5. THE COMPANY'S COVENANTS

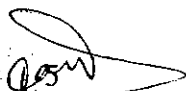
5.1 The Company hereby agrees, undertakes and confirms as under: -

- (i) It is hereby agreed between parties that the bank may ask the company to do any specific project work / assignment over and above what is specified in Annexure-1 hereto. The company shall do this work as requested and raise necessary bills separately at a mutually agreed rate per project / assignment.
- (ii) The Company shall ensure that its Facility Staff shall report to the Company any suspicious transactions, irregularities or violations of any legal or regulatory banking procedures, or any other breach of the normal code of conduct committed by the Bank's employees which they may come across in the normal course of their duties in the Bank's premises and the Company shall in turn forthwith report the same to the Bank.
- (iii) The Company shall, at all times, maintain and respect the confidentiality of all/any matters relating to the Special Services under this agreement.
- (iv) The Company and its Facility Staff shall not at any time use the name and/or trademark/logo of the Bank in any manner at all.
- (v) The company shall permit the bank and its officials to access all books, records and information relevant to the outsourced activity.
- (vi) The Company and its Facility Staff shall maintain confidentiality of data under its control pertaining to the bank or its customers, and shall be liable to reimburse the bank all loss or damage caused to it in case of breach of security and leakage of such data.
- (vii) The Company must have a Business Contingency plan in place to ensure business continuity.
- (viii) The Company shall seek prior approval/consent of the bank for the use of subcontractors for all or part of the outsourced activity as described herein.
- (ix) The Company shall allow the bank to conduct audits by its internal or external auditors, or by agents appointed to act on its behalf and to



obtain copies of any audit or review reports and findings made in relation to the services performed for the bank.

- x) The Company shall allow the Reserve Bank of India or persons authorised by it, to access the bank's documents, records of transactions, and other necessary information given to, stored or processed by the service provider within a reasonable time.
 - xi) The Company shall ensure that confidentiality of the customer's information is maintained even after the agreement expires or gets terminated.
 - xii) The Company shall preserve documents of the bank / or its customers in its custody for the required period as per the law or regulations in force or as informed by the bank from time to time.
- 5.2 The said Special Services rendered and obligations performed by the Company pursuant to this Agreement shall be rendered and performed by the Company with utmost care and diligence and shall be of the highest quality and standards. If at any time the Bank is dissatisfied with the service rendered by the Company, the Bank may without notice terminate this contract with immediate effect. The Bank's decision in this regard shall be final, absolute and binding on the Company.
- 5.3 The Company shall immediately notify the Bank in writing of the occurrence of any event which may result in or which may give reason to believe that there may be work stoppage, slowdown, labour dispute, strike, any labour related disruption of its own staff or other impediment or disruption in the due performance of the obligations of the Company under this Agreement. The Company also agrees to submit a full written report of the events forthwith upon request by the Bank. The Company agrees that in the event any such work stoppage, slowdown, labour dispute, strike, disruption or impediment continues for a period exceeding 24 hours, then, notwithstanding what is contained in clause 9 of this Agreement, the Bank may at its sole discretion terminate this Agreement forthwith.
- 5.4 All documents and other informatory papers and any other data relating to the banking products, schemes, accounts, etc., ("the Documents") handed over to the Company and/or its Facility Staff by the Bank in terms of this Agreement and which come into the hands of the Company and / or its Facility Staff's custody, power or possession pursuant to or in connection with this Agreement will remain the sole and absolute property of the Bank, and the Company and /or its Facility Staff shall not have and also shall not claim any charge, claim, lien, right of retention, sale or set-off or other right, title or interest therein or thereon for any reason whatsoever. The Company and/or its Facility Staff, shall not at any time use or attempt to use the Bank's logo or letterheads for any purpose including for any purposes in terms of this Agreement.
- 5.5 It is the responsibility of the Company to recruit suitable Facility Staff for carrying out the work entrusted to the Company under this contract and the Facility Staff shall be always treated as the employees of the Company only. The Bank shall not have any responsibility to nor shall be held directly or indirectly responsible or liable for the Facility Staff so employed by the Company for performing / providing services in terms of this Agreement to the Bank in terms of its contractual obligation hereunder. The Facility Staff shall if required remain on the Bank's premises only during their duty hours as



assigned to them by the Company and solely during the duration of this Agreement.

- 5.6 The work of the Facility Staff shall be supervised directly and controlled only by the Company itself and it would be the responsibility of the Company to provide services as per the specification provided by the Bank from time to time or in accordance with the specifications mentioned above. All material and equipment required by the Company for the due performance of its obligations hereunder shall be provided to by the Company itself.

The Facility Staff visiting the Bank's premises for providing special services in connection with this Agreement, as and when required, shall be under the sole disciplinary jurisdiction of the Company.

- 5.7 It shall be the duty of the Company to clearly inform its own Facility Staff that they will have no claim whatsoever on the Bank and shall not raise any industrial dispute, either directly or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise.

- 5.8 It is the responsibility of the company to adhere to all statutory requirements and laws of the land which shall include (where applicable) The Employees' State Insurance Act 1948, The Employees' Provident Funds & Miscellaneous Provisions Act 1952, The Contract Labour (Regulation & Abolition) Act 1970 and their applicable rules.

6 ROTATION

- 6.1 The Company shall ensure that there is regular rotation of the employees engaged by it under this Agreement so that no employee shall be engaged under this Agreement on any work related to the Bank for a period exceeding six months.

7 CONFIDENTIALITY AND NON-DISCLOSURE

- 7.1 The Company recognises, accepts and agrees that all tangible and intangible information obtained or disclosed to the Company and/or its Facility Staff, including all details, documents, data, business/customer information and the Bank's practices and trade secrets (all of which are hereinafter collectively referred to as "Confidential Information") which may be communicated to the Company and/or its Facility Staff may be privy under or pursuant to this Agreement and / or in the course of performance of the Company's obligations under this Agreement shall be treated as absolutely confidential and the Company irrevocably agrees and undertakes and ensures that the Company and all its Facility Staff shall keep the same as secret and confidential and shall not disclose the same, at all in whole or in part to any person or persons (including legal entities) at any time or use nor shall allow the Information to be used for any purpose other than as may be necessary for the due performance of Company's obligations hereunder. The Company hereby specifically agrees to indemnify and keep the Bank fully indemnified safe and harmless at all times against all/any consequences arising by any breach of this undertaking by the Company and/or its Facility Staff and shall immediately reimburse, pay to the Bank on demand all damages, loss, cost, expenses or any charges that the Bank may be required to suffer, pay or incur in connection therewith.



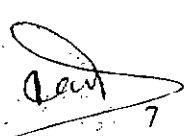
- 7.2 The provisions of the aforesaid clauses and the indemnity contained therein shall survive the termination and expiry of this Agreement.
- 7.3 The Company hereby unconditionally agrees and undertakes that it shall not and ensures that its Facility Staff shall not (if the Facility Staff come to know by any means the terms of this Agreement) disclose or publish the existence or the terms or conditions of this Agreement or if any information relating to the Bank's business which they may come across in the normal course of performing their duties whilst on the Bank's premises to any third party unless such disclosure or publication is strictly required by law. The Company shall without prejudice to its Obligations herein indemnify the Bank for any loss, damage or injury caused to the bank from any disclosure or publication.

8 THE COMPANY'S LIABILITY AND INDEMNITY

- 8.1 The Bank shall have no liability whatsoever for any injury to the Company and/or its Facility Staff caused or suffered in the course of performance of the Company's obligations hereunder.
- 8.2 Notwithstanding anything stated elsewhere in this Agreement, the Company shall not be liable for any claims, losses, damages, costs, charges, expenses where the Company has acted strictly and properly in accordance with the Bank's instructions and the provisions of this Agreement.
- 8.3 The Company shall be responsible and liable for and shall indemnify the Bank and keep the Bank indemnified and safe and harmless at all times, against: -
- a) Any and all 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:
 - i) any wrongful, incorrect, dishonest, criminal, fraudulent or negligent work, default, failure, misfeasance, bad faith, disregard of its duties and obligations hereunder, service, act or omission of or by the Company and/or its said Facility Staff, and/or
 - ii) any theft, robbery, fraud or other wrongful act or omission by the Company and/or any of its Facility Staff.

9. TERMINATION

In case of breach of any of the terms of this Agreement by the Company, the Bank shall be entitled to terminate this Agreement immediately without giving any written notice to the Company for the same. At this stage the Bank shall be entitled to retain from and out of any monies then due to the Company hereunder or which become due after termination thereof, any amount which, according to the Bank is due and owing to it by the Company arising directly or indirectly under this contract.


7

10 POST TERMINATION RESPONSIBILITY OF THE COMPANY

- 10.1 Upon termination of this Agreement, the Company shall immediately deliver to the Bank all the Documents and any/all data, held by it and which are in possession/custody/control of its Facility Staff, to the Bank. The Company shall also forthwith remove its entire Facility Staff together with its machines/equipment whatsoever from the premises of the Bank. This is further subject to the fact that the Bank may at its option direct the Company to finish any particular work/works which may at date of termination be under process or outstanding. Any breach of the obligation or delay in its implementation shall without prejudice to the Bank's other rights at law, result in damages at the rate of Rs 10,000 per day with interest thereon at the rate of 18%. This amount may without prejudice to all other rights of recovery vesting by law in the Bank be, also, recovered from the outstanding monies, if any, of the Company which may at the date be outstanding in the hands of the Bank.

11 NON-EXCLUSIVE

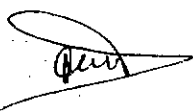
- 11.1 It is agreed and clarified that this Agreement is on a non-exclusive basis and the parties are at liberty to enter into similar agreements with others. (Provided however, the Company shall ensure that its entering into agreement/s with other parties, shall not in any way conflict with or affect the Bank's interests, rights, remedies under this Agreement or in law).

12 PRINCIPAL TO PRINCIPAL AGREEMENT

- 12.1 It is clarified that this Agreement is on a principal to principal basis and does not create and shall not be deemed to create any employer-employee or a principal-agent relationship between the Bank and the Company and / or its Facility Staff. The Company and/or its Facility Staff shall not be entitled to, by act, word, deed or otherwise make any statement on behalf of the Bank or in any manner bind the Bank or hold out or represent that the Company is representing or acting as an agent of the Bank.
- 12.2 This Agreement will bind the successors and permitted assigns of the Company and shall inure for the benefit of the Bank's successors and assigns.

13 ASSIGNMENT AND SUB-CONTRACTING

- 13.1 The Company shall itself perform its obligations under this Agreement and shall not assign, transfer or sub-contract any of its rights and obligations under this Agreement except with the prior written permission of the Bank.



14. ANTI BRIBERY

14.1 Anti Bribery Undertaking

The Company acknowledges that that DBS does not authorize, condone or approve of Improper Payments, and the Company's breach of its undertaking hereunder may cause DBS to incur court or government fines, regulatory sanctions and other financial claims and penalties. The Company undertakes in the performance of its obligations under this Agreement that the Company, the Company's officers, directors, employees, representatives, sub-contractors or agents will not, and shall refuse to, promise, make or offer to make any Improper Payments to any officer, employee, agent or fiduciary of any third party or DBS, or to any Public Official, in connection with this Agreement or the provision of services hereunder. The Company shall not comply with any instructions (including instructions purportedly from DBS) to violate the foregoing obligation, and shall procure the same of its officers, directors, employees, representatives, sub-contractors or agents. DBS may but is not obliged to issue to the Company from time to time DBS's further requirements and guidelines on the Company regarding Improper Payments, and the Company shall comply with the same in relation to this Agreement.

14.2 Cooperation and Access to Information

DBS shall be entitled to audit the Company's compliance with or investigate the Company's breach of its undertaking on Improper Payment at any time during the term of this Agreement. The Company shall render, and shall procure that the Company's officers, directors, employees, representatives, subcontractors or agents render full cooperation to and provide full access to all relevant information to DBS's representatives in any such audit or investigation.

14.3 Notification

The Company shall notify DBS in writing if the Company suspects, is notified of or otherwise becomes aware of any breach of the Company's undertaking on Improper Payments; or any solicitation, request or direction to the Company to commit such breach, including by person(s) acting or purporting to act for DBS. The Company shall further maintain all relevant documents and records relating to the same and may not destroy such documents or records without the written consent of DBS.

14.4 Consequence of Breach of this Undertaking

In the event of breach of the Company's undertaking on Improper Payments:

14.4.1

DBS shall at its discretion terminate this Agreement and/or any works hereunder for breach, or in the alternative require the Company to take such necessary remedial action as DBS regards as reasonable in the circumstances, including but not limited to the removal of officers, directors, employees or agents from involvement in this Agreement and/or specific works hereunder;

14.4.2 to the extent permissible by law, the Company shall render all cooperation and provide full access to all relevant information, documents and/or records to DBS in any legal, regulatory or governmental action against DBS arising from the Company's breach; and



14.4.3 the Company shall indemnify DBS for any court or government fines, regulatory sanctions and any other financial claims and penalties that DBS incurs or is otherwise imposed on DBS as a result of the Company's breach of its undertaking on Improper Payments.

14.5 The Company's obligations to (a) notify DBS of breach or inducement to breach; (b) render cooperation and full access to DBS; and (c) to indemnify DBS shall survive the expiry or termination of this Agreement.

14.6 Definitions for the purpose of this clause

"DBS" shall for the purposes of this clause 14 mean DBS Bank Ltd. or such other DBS entities which Vendor undertakes to perform obligations for pursuant to this Agreement, provided that DBS's right to terminate the Agreement shall vest solely in DBS Bank Ltd.

"Improper Payments" means the conferring of bribes, undue advantage, improper gratifications, gifts and/or payments, whether of a financial nature or otherwise, in violation of the UK Bribery Act 2010 and/or applicable anti-corruption laws and regulations.

"Public Official" means any individual who:

- i. holds a legislative, administrative or judicial position of any nature in a country or territory;
- ii. exercises a public function for or on behalf of a country or territory or public agency or public enterprise of such country or territory; or
- iii. is an official, member, servant or agent of an organization which comprises wholly or a mixture of countries or territories and/or governments of countries or territories, or is a collection of organizations comprising of same."

15 NOTICE

15.1 Any notice or notification in connection with this Agreement shall be in writing and any notice or other written communication pursuant hereto shall be signed by the party issuing the same and shall be addressed to the Bank or the Company at their respective addresses mentioned hereinabove or to such other address as the concerned party may inform the other party in accordance with the provisions of this clause. Any notice issued by the Bank addressed to the Company and which has been put in the mail shall be deemed by that act alone to have been duly serviced on the Company

16 NO WAIVER

16.1 No failure on the part of either party hereto to exercise, and no delay on its part in exercising, any right or remedy under this Agreement will operate as a waiver thereof nor will any single or partial exercise of any right or remedy preclude any other or further exercise thereof or the exercise of any other right or remedy, and the same shall not affect in any manner the effectiveness of any of the provisions of this Agreement.



17 AUTHORISED REPRESENTATIVE

- 17.1 Any notice or intimation by either party to the other pursuant to this Agreement shall be signed by an Authorised Representative of the party giving such notice/intimation.
- 17.2 The Company shall carry out instructions and act upon any guidelines in pursuance of the Agreement, if and only if they are given/signed by an Authorised Representative of the Bank, whose names will be intimated to the Company by the Bank from time to time.

18. RESTRICTION ON AWARDING CONTRACTS

Vendor hereby declares and confirms:

18.1 For Company:

- (a) None of the Directors of the Company is (i) a Director or Specified Near Relative of a Director of a banking company a scheduled co-operative bank and/or its subsidiary, in India or (ii) a trustee of a mutual fund/venture capital fund set up by a banking company, a scheduled co-operative bank and/or its subsidiary, in India.
- (b) None of the Directors of the Company is a Specified Near Relative of any officer of the DBS.

19 AMENDMENT

- 19.1 Unless otherwise stated expressly, this Agreement shall be modified only in writing either by way of an agreement or by way of exchange of letters as may be mutually agreed by the Parties and signed by both the Parties.

20 GOVERNING LAW AND JURISDICTION

- 20.1 All/any disputes between the parties in respect of any issues under this Agreement and arising/relating to this Agreement shall be governed by and construed in accordance with the laws of India and the parties hereto irrevocably submit to the exclusive jurisdiction of the Courts in Bombay to try any suit, proceedings in connection therewith/in that behalf.

21. MISCELLANEOUS

- 21.1 Annexures to this Agreement shall be deemed to be an integral part of this Agreement.
- 21.2 All indemnities given by the Company shall survive the expiry or termination of the Agreement.
- 21.3 Clause headings are inserted for convenience of reference only and shall not be deemed to affect the interpretation of this Agreement or of any clause.
- 21.4 This Agreement may be executed in one or more counterparts all of which taken together shall constitute one single agreement between the Parties.

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21.5 IN WITNESS WHEREOF the parties hereto have hereunto executed these presents on the day and the date first hereinafter written.

SIGNED AND DELIVERED by the
within named Company PAMAC Finserve
Private Limited through the hand of its
Authorised Personnel

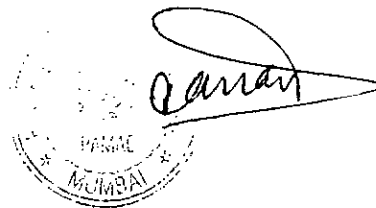
Mr. Prashant Ashar, Director

In the presence of: Mr. Santosh Jadhav

(Witness)

Date: 01st August 2014

Place: Mumbai



SIGNED AND DELIVERED by the
within named Bank
DBS BANK Ltd;
through the hand of its
Authorised Personnel

In the presence of:

(Witness)

Date:

Place:

ANNEXURE I
THE COMPANY'S OBLIGATIONS

(Details of the Special Services to be provided by the Company)

The special services to be provided by the company are enumerated below. The list is inclusive but not restricted to the services mentioned below. The bank may, as required, ask for other services not listed below for the company to comply.

Scope:

The scope of CPV verification will include following checks:

- Physical verification at residence of all applicant and co-applicants.
- Physical verification at employment of all applicants whose financials are being considered for eligibility assessment. (For Salaried)
- Physical verification at business place of all applicants whose financials are being considered for eligibility assessment. (For Self Employed)
- Tele-verification at landline number of the borrower at residence
- Tele-verification at landline number of the borrower at employment / business.

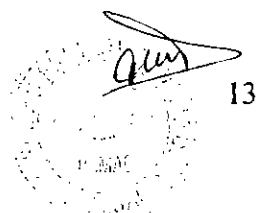
The verification report of CPV agency necessarily needs to have recommendation as one of the following:

1. Positive
2. Neutral
3. Negative

Objectives of CPV:

1. Confirm existence of borrower at given address of residence and / or employment / business.
2. To confirm details given in application form.
3. To match profile of customer with type of assets available.
4. Evaluate borrower's repayment capability basis qualitative assessment like:
 - a. Standard of living of the applicant
 - b. Job Business Profile
 - c. Residence Stability
 - d. Business stability
 - e. Level of business activity.
5. Third party validation through external checks
6. Collect negative market information (if available)
7. Re-confirm the loan application and certain details of loan application
8. Confirm contact ability / Accessibility
9. Highlight any negatives like borrower in negative area, political links, negative market references etc.
10. To check against frauds and possible delinquent (basis Neg data base of agency)

CPV agency is expected to deliver quality service while collecting information on above. Service delivery parameters essentially requires adherence to product and process guidelines.


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The agency supervisor is responsible for management of day to day activities including tele-calling, field activities, data collection, data entry, report accuracy and general administration.

Additional instructions:

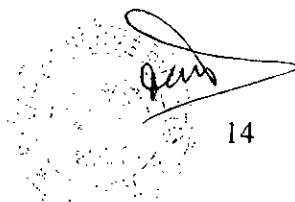
1. CPV agency should try to establish contact with the customer, however if the applicant himself / herself is not met efforts should be made to confirm residence at given address by meeting close relative at the residence and confirm the employment at given address by meeting colleague or HR staff.
2. Other general observations to be recorded by CPV agency during CPV (illustrative elist)
 - a. For Residence CPV
 - i. Assets owned and model
 - ii. Condition of interiors
 - iii. Level of furnishing (Well / Average / poor)
 - iv. Carpet Area
 - v. Distance from Bus Stand / Railway Station
 - vi. Accessibility (Difficult / Easy)
 - vii. Locality - Negative / trouble Prone Area
 - viii. Look for any notice on non payment of society charges on notice board of society.
 - b. For office CPV:
 - i. Office equipments and level of automation etc.
 - ii. Conditions of interiors
 - iii. Level of furnishing
 - iv. Carpet Area
 - v. Distance form Bus / Railway Station
 - vi. Accessibility (Difficult / Easy)
 - vii. Sign Board
 - viii. No. Of employees
 - ix. Business activity
 - x. Locality - Negative / trouble Prone Area
 - xi. Look for any notice on non payment of society charges on notice board of society.

CPV Report Formats:

The CPV report needs to come in standard format as given in annexure here. Any additional information basis this note or otherwise can be capture don the backside of the CPV report.

The company is hereby informed that the bank is at the sole discretion to appoint more than one agent to do the same job and this arrangement is not exclusive with the valuer.

The company shall not employ any personnel outside his firm to undertake the activities of the company. This arrangement is between the valuer and the bank and is not transferable without the permission of the bank.



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Sr No.	Core Activity	Attempts
1	Telephone Verification At Residence	Maximum of five attempts to be made over a period of 2 days in case of non availability with last call to be made on mobile
2	Telephone Verification at Office	Maximum of five attempts to be made over a period of 2 days in case of non availability with last call to be made on mobile
3	Physical Verification at Residence	2 nd attempt to be made , if Unable to locate the address for the first time
4	Business Verification	2 nd attempt to be made , if Unable to locate the address for the first time

Attempts to be made in case of failures:

ANNEXURE - II

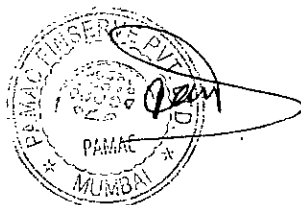
CHARGES and turn Around Time

The remuneration/charges agreed between the company and the bank is as follows until such time it is reviewed.

	Within City Limit	Outside City Limit	TAT
Single Physical Verification	85	150	24 hours (48 hours for outside City limit)
Single Tele Verification	15	15	

Please note that Service Tax per case @ prevailing rate will be billed separately and shall be payable over and above the rate mentioned.

- The remuneration/charges mentioned above is payable on submission of the valid report and it includes all the cost.
- Minimum Billing Guarantee Rs. 5000/- per month



DATED THIS DAY OF
01st August 2014 Friday

A handwritten signature in dark ink is written over a circular, faint stamp. The signature is cursive and appears to be a name. The stamp is mostly illegible but seems to contain some text around the perimeter.

BETWEEN

PAMAC Finserve Private Limited (Company)

AND

DBS BANK Ltd. (Bank)

AGREEMENT