**Vehicle Loan – New Car Loan**

PROCESS

|  |
| --- |
| 1. Lead Generation |
| 1. Primary Tele-calling |
| 1. Documents Collection |
| 1. Credit Approval |
| 1. Documents Signing |
| 1. Final Approval |
| 1. Disbursement 2. Post Disbursement Documents |

1. **LEAD GENERATION**
2. Lead Entry Form

|  |  |  |  |
| --- | --- | --- | --- |
| **Particular** | Applicant | Guarantor | Remark |
| Name | M | M |  |
| DOB | M | M |  |
| Occupation | O | O |  |
| Marital Status | O | O |  |
| Gender | O | O |  |
| Current Address | M | M |  |
| Permanent Address | M | M |  |
| Mobile No | M | M | Verification |
| Email Id | M | M | Verification |
| PAN | M | M | API |
| Adhaar | M | M | API |
| CIBIL | M | M | API |
| Vehicle Model | M | NA | |
| Company / Maker | M |
| Dealer | M |

* Co- Borrower will be optional

M – Mandatory

O- Optional

1. Field Update by FO (Field Investigation Form)

|  |  |
| --- | --- |
| Loan Amount Required |  |
| Required Loan Period |  |
| Estimated Monthly Income |  |
| Estimated Monthly Expenses |  |
| Current Monthly Obligation |  |
| Case Recommend Amount by FO |  |
| No. of Dependent Family Members |  |
| Photo of Applicant & Guarantor |  |
| Geo Tagging |  |
| Remark By Field officer |  |

1. Documents Collection & Upload

|  |  |  |
| --- | --- | --- |
| Documents Collection | Borrower | Guarantor |
| Adhaar Card | M | M |
| PAN Card | M | M |
| Current Address Proof (Electricity Bill etc) | M | M |
| Driving License | M | O |
| Bank Statement | M | O |
| Performa Invoice | M | NA |

1. STATUS

|  |  |
| --- | --- |
| PENDING | till all the mandatory field not filled or in case of rectification/remark requested by tele-calling team |
| GENERATED | when all the mandatory field completed |
| REJECTED | due to any reason (cibil ,docs, party history etc) |

1. Remark
2. Dedupe check required so that if borrower applied next time, most of the information can be prefilled such as PAN, Adhaar & Adress etc along with borrower history.
3. Field officer has option to regenerate CIBIL if borrower applies next time. In history it should show when the last adhaar, PAN & CIBIL verified as well as check so field officer get to know whether to verified again or not.
4. **Tele Calling Team**
5. Primary Question

|  |  |  |
| --- | --- | --- |
| Question | Remark | Remark by tele caller |
| KYC Confirmation | Satisfactory/Not Satisfactory |  |
| Loan Amount & Tenure | Satisfactory/Not Satisfactory |  |
| Vehicle Details | Satisfactory/Not Satisfactory |  |
| Job Details/Income details | Satisfactory/Not Satisfactory |  |
| Borrower Monthly Income | Satisfactory/Not Satisfactory |  |
| Borrower Monthly Expenses | Satisfactory/Not Satisfactory |  |
| Borrower Monthly EMI Obligation | Satisfactory/Not Satisfactory |  |
| No of Member in family | Satisfactory/Not Satisfactory |  |
| No of Earning Member | Satisfactory/Not Satisfactory |  |
| Family Income | Satisfactory/Not Satisfactory |  |
| Bank Name | Satisfactory/Not Satisfactory |  |
| Bank Account Vintage | Satisfactory/Not Satisfactory |  |
| Asked when field officer collected documents | Satisfactory/Not Satisfactory |  |
| Reference Cross Check | Satisfactory/Not Satisfactory |  |
| Suitable time for meeting to collect the docs |  |  |
| Inform Customer about product they applied |  |  |

1. Remark
2. Dedupe Check to ascertain the customer history
3. Telecaller can modify the borrower details which is filled at the time of lead entry
4. Information such as PAN, Adhaar which is verified could not be able to change at any phase.
5. After Successful TVR, lead process for Documents Collection
6. Status

|  |  |
| --- | --- |
| Work in Progress | When TVR is in process |
| Borrower Verified/Approved | TVR done & satisfactory response received |
| Sent back for rectification | In case rectification required |
| Reject | At any reason |

1. **Documents Collection**
2. Pre-Approval Loan Documents

|  |  |  |
| --- | --- | --- |
| List of Documents | Borrower | Guaranator |
| PAN Card | HARD COPY | HARD COPY |
| Adhaar Card | HARD COPY | HARD COPY |
| Address Proof (Latest Electricity Bill) | HARD COPY | HARD COPY |
| Photos | HARD COPY | HARD COPY |
| PDC Cheque | HARD COPY | HARD COPY |
| Bank Statement for the 6 Months | HARD COPY | Optional |
| ITR | Optional | NA |

1. Status

|  |  |
| --- | --- |
| Documentation Pending | TVR Done & Document Collection Pending |
| Partial Documents Received | When few Documents Received |
| Documents Received | When all documents received or if missing then remark should be mentioned |

Remark

1. Documents will be collect by field officer or any other office to whom work is assigned by Tele verification Team.
2. In case any documents missing by any reason then “Documents Collection In charge” have option to forward the documents further with proper remark.
3. **CREDIT ASSESSMENT**
4. Field for Credit Manager

|  |  |
| --- | --- |
| CIBIL Verification | On the basis of Report fetch at lead entry time |
| FI STATUS | Will prepare manual & upload sheet |
| TVR Status | Will prepare manual & upload sheet |
| Bank Statement Analysed | Separate report on the basis of 6 month statement |
| Income Assessment | Will prepare manual & upload sheet |
| Personal Discussion Sheet | Will prepare manual & upload sheet |
| Eligibility Sheet (FOIR) | Will prepare manual & upload sheet |
| List of Documents | Cross check whether all documents collected by FO or not |
| Occupancy | Self Occupied / Rented |
| Credit team Remark |  |
| Negative Remarks |  |
| Final CAM Preparataion | Will prepare manual & upload sheet |

1. Status

|  |  |
| --- | --- |
| Approved | Approved by Credit Team |
| Rejected | Rejected at any reason |
| Sent back | For Re- TVR/ additional documents |

1. **Documents Signing**
2. Post Approval Loan Documents

|  |  |
| --- | --- |
| Documents | Signed & Checked |
| Sanction Letter | Yes/No |
| Loan Agreement kit | Yes/No |
| PDC | Yes/No |
| NACH | Yes/No |
| Disbursement Request letter | Yes/No |

1. Status

|  |  |
| --- | --- |
| Signing Pending | Documentation signing is in progress |
| Documents Signed | Documents Signed & Checked |

1. **FINAL APPROVAL / OPERATIONAL HEAD**
2. Documents Check

|  |  |
| --- | --- |
| Particular | Satisfied |
| KYC of Borrower | Yes/No |
| KYC of Guarantor | Yes/No |
| PDC | Yes/No |
| Photo OF Borrower/ Co Borrower / Guarantor | Yes/No |
| Sanction Letter | Yes/No |
| Loan Agreement kit | Yes/No |
| Disbursement Request Letter | Yes/No |

|  |  |
| --- | --- |
| Particular | Remark |
| Loan Amount | Should be filled manual |
| Processing Fees | Should be filled manual |
| Advance EMI/Pre EMI | Should be filled manual |
| GST | Should be filled manual |
| Net Disbursement Amount | Should be filled manual |
| No of Tranches | Should be filled manual |

1. Status

|  |  |
| --- | --- |
| PENDING | PENDING IF DISCREPENCY |
| APPROVED | APPROVED FOR DISBURSEMENT |

1. **Disbursement**

|  |  |
| --- | --- |
| Lead ID | Remark |
| NET Disbursement Amount |  |
| IFSC CODE |  |
| Beneficiary Account No |  |
| Beneficiary Name |  |

Status

|  |  |
| --- | --- |
| Loan Disbursed | If Successfully disbursed |
| Disbursement Pending | If hold for any reason |
| Sent back | If found any discrepancy |

Remark

1. After the Successfully disbursement, option to fill UTR available to account team for updating till API not integrated
2. Once disbursement done, Customer Identification Number generates.
3. **Post Disbursement Documents**

|  |  |
| --- | --- |
| Registration Certificate | Yes/No |
| Insurance With HP endorsed | Yes/No |
| Invoice With HP endorsed | Yes/No |
| Margin Money Receipts With HP endorsed | Yes/No |