

FINANCING Solutions

Aditya Birla Finance Limited

(A subsidiary of Aditya Birla Capital Ltd.)



**ADITYA BIRLA
CAPITAL**

PROTECTING INVESTING FINANCING ADVISING

Key Fact Statement/Fact Sheet

Date of execution	24-02-2024	Name of the Regulated entity:	Applicant Name	Pioneer Associates
Application ID	PNF-ORNEW-000-SEP23-00001	Aditya Birla Finance Limited	Applicable Loan Type	Unsecured Business Loan

Sr.No.	Parameter	Details (given for illustrative computation purposes only)
(i)	Loan amount (amount disbursed/to be disbursed to the borrower) (in Rupees)	Rs 13,00,000 /-
(ii)	Total interest charge during the entire tenor of the loan (in Rupees)	Rs 3,49,581 /-
(iii)	Other up-front charges, if any (break-up of each component to be given below) (in Rupees)	Rs 60,560 /-
(a)	Processing fees, if any (in Rupees)	Rs 45,500 /-
(b)	Stamp Duty (in Rupees)	Rs 310 /-
(c)	Insurance charges, if any (in Rupees)	Rs 0 /-
(d)	Document Charges	Rs 14,750 /-
(e)	Others (if any) (in Rupees) (details to be provided)	Rs NA /-
(iv)	Net disbursed amount ((i)-(iii)) (in Rupees)	Rs 12,39,440 /-
(v)	Total amount to be paid by the borrower (sum of (i), (ii) and (iii)) (in Rupees)	Rs 17,10,141 /-
(vi)	Annual Percentage Rate - Effective annualized interest rate (in percentage) (computed on net disbursed amount using IRR approach and reducing balance method)	28 %
(vii)	Tenor of the Loan (in month)	24
(viii)	Repayment frequency by the borrower	Monthly
(ix)	Number of instalments of repayment	24
(x)	Amount of each instalment of repayment (in Rupees)	Rs 68,732 /-

Details about Contingent Charges

(xi)	Rate of annualized penal charges in case of delayed payments (if any)	Rs. 300(fixed) + 36%
(xii)	Late Payment Charges	2%Contractual rate of interest-as per case
(xiii)	Bouns charges per instance	Rs.750/-
(xiv)	Foreclosure Charges	5% of principal loan outstanding amount
(xv)	Rate of annualized other penal charges (if any); (details to be provided)	NA

Other disclosures

(xvi)	Cooling off/look-up period during which borrower shall not be charged any penalty on prepayment of loan	3 Days
(xvii)	Details of LSP acting as recovery agent and authorized to approach the borrower	List of Collection Agencies can be accessed at: https://flexiloans.com/regulatory
(xviii)	Name, designation, address and phone number of nodal grievance redressal officer designated specifically to deal with FinTech/ digital lending related complaints/ issues	ABFL GRO Details: Name: Shruti Sarraf Email id: grievance.finance@adityabirlacapital.com Number: 080 – 45860196 Partner GRO Details:

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One Indiabulls Centre, Tower 1-C, 18th Floor, 841, Jupiter Mill Compound, Senapati Bapat Marg, Elphinstone Road, Mumbai 400 013.
+91 22 4346 7100 | (F) +91 22 4356 7266 | Toll-free number 1800-270-7000
care.digitalfinance@adityabirlacapital.com | <https://www.abfldirect.com>

Registered Office:

Indian Rayon Compound, Veraval, Gujarat -362 266
CIN: U65990GJ1991PLC064603



	Name: Mr. Manish Lunia
	Email id: nodal.grievance@epimoney.com
	Number: 022-62603800

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Detailed Repayment Schedule

Sr. No.	Outstanding Principal	Principal	Interest due	EMI
1	9,59,166	40,834	1,750	42,584
2	9,18,261	40,905	1,679	42,584
3	8,77,284	40,977	1,607	42,584
4	8,36,235	41,049	1,535	42,584
5	7,95,114	41,121	1,463	42,584
6	7,53,922	41,193	1,391	42,584
7	7,12,657	41,265	1,319	42,584
8	6,71,320	41,337	1,247	42,584
9	6,29,911	41,409	1,175	42,584
10	5,88,429	41,482	1,102	42,584
11	5,46,875	41,554	1,030	42,584
12	5,05,248	41,627	957	42,584
13	4,63,548	41,700	884	42,584
14	4,21,775	41,773	811	42,584
15	3,79,930	41,846	738	42,584
16	3,38,010	41,919	665	42,584
17	2,96,018	41,992	592	42,584
18	2,53,952	42,066	518	42,584
19	2,11,812	42,140	444	42,584
20	1,69,599	42,213	371	42,584
21	1,27,312	42,287	297	42,584
22	84,951	42,361	223	42,584
23	42,515	42,435	149	42,584
24	0	42,515	74	42,584

The Borrower shall also pay to the Lender all and any fees and charges including but not limited to any duties, taxes, charges, and penalties and/ or any increases in costs to the Lender by reason pertaining to or arising from (i) Loan Documents, collection of instalments and other amounts due from the Borrower under the Loan Documents but not paid, (ii) dishonour/ replacement of cheques and/ or other payment mandates and instruments, storage and sale of the same, (iii) enforcement of Lender's rights under the Loan Documents, (iv) any change in law, or in its interpretation or administration order, under or in relation to the Loan Documents, or (v) any loss suffered, sustained or incurred by the Lender in connection with any of the Loan Documents or the Loan granted to the Borrower, if and when the same is required to be paid according to the laws for the time being in force.

Recovery Mechanism:

In case of non-payment of the loan amount, interest, and other charges as per the terms of the loan documents, the Lender or its authorized service provider(s) may approach the borrower, co-borrower, and guarantor for the payment of the outstanding amount, by way of call(s), SMS(s), email(s), and in person visit(s). Notwithstanding anything mentioned hereinabove, in the event of non-receipt of the loan amount and other charges, the Lender may resort to legal recourse

Grievance redressal mechanism:

a. Customers who wish to provide feedback or send in their complaint may use the following channels between 10:00 am and 7:00 pm, on Monday to Friday (except on national holidays).

i) Internal Machinery to handle the customer complaints

ii) Call our Customer Service Helpline on 080 45860196 (Toll free) (10:00 am to 7:00 pm – Monday to Friday, except on national holidays)

iii) Email us at grievance.finance@adityabirlacapital.com

iv) Write to us at the mentioned address:

Epimoney Private Limited ('Epimoney') 7th Floor, South Annexe, Tower 2, One World Centre, 841, Senapati Bapat Marg, Elphinstone, Saidham Nagar, Lower Parel, Mumbai-400013

In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by Flexiloans, the customer can approach the Grievance Redressal Officer:

Name: Mr. Manish Lunia

Designation: Grievance Redressal Officer

Contact Number: 022-62603800 – 10.30 am to 6.00 pm Monday to Friday except National Holidays

Email ID: nodal.grievance@epimoney.com

Aditya Birla Finance Limited, 10th Floor, R-Tech Park, Nirlon Complex, Off Western Express Highway, Goregaon East, Mumbai - 400 063.

In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by ABFL, the customer can approach the Grievance Redressal Officer:

Name: Ms. Shruti Sarraf

Designation: Principal Nodal Officer

Contact Number: 080 45860196 – 10.30 am to 6.00 pm Monday to Friday except National Holidays

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Email ID: grievance.finance@adityabirlacapital.com

b. The Grievance redressal Officer will be available during office hours to receive the grievance of all customers. In the event of the Grievance redressal Officer not being available the head of customer support team shall attend the customer.

c. After examining the grievance, the Grievance redressal Officer will send the final response within 30 working days of the receipt of the complaint/ grievance. During this time, Customers can write into us to check on the status of their grievance, and we will endeavour to respond to them as quickly as possible.

d. Certain types of cases might need additional time due to the nature of the activities involved, for e.g. retrieval of documents. The Company will inform the Customers of such delay and provide expected timelines for resolution of the complaint.

e. If the complaint/dispute is not redressed within a period of one month (either the complaint of the customer was rejected wholly or partly and the customer is not satisfied or the customer does not receive a reply), the customer may appeal to the Ombudsman or Deputy Ombudsman, in either of the following manner:

1) Complaint made through online mode: The complaint may be lodged online through the designated portal i.e., <https://cms.rbi.org.in>

2) Complaint made through electronic or physical mode: The complaint may be made either electronically or physically in the specified format to the Centralised Receipt and Processing, notified by RBI – Centralised Receipt and Processing Centre (CRPC)

Reserve Bank of India
Central Vista, Sector 17,
Chandigarh – 160 017
Email – crpc@rbi.org.in
Toll Free No. – 14448 (9:30 am to 5:15 pm)

Name of the borrower Pioneer Associates

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