

Top-Up and Upgrade Policy - Section 1: ELIGIBILITY CRITERIA FOR TOP-UP LOANS

BlueLoans4all provides existing customers the option to avail Top-Up loans, subject to detailed eligibility conditions that ensure financial stability and mitigate risk exposure. These loans serve as a liquidity bridge without requiring a full loan closure.

Mandatory Conditions:

- Original loan tenure must be ≥ 12 months.
- Minimum 6 EMIs successfully paid without bounce.
- No more than 1 delayed EMI in the last 3 months.
- The outstanding principal must be $< 60\%$ of the original sanctioned amount.

Behavioral Factors:

- Consistent loan utilization pattern below 85%.
- Active customer engagement via portal/PFA.
- Clean call center feedback with no negative complaints in last 90 days.

Documentation:

- Updated income proof (bank statement last 3 months or GST returns).
- Re-KYC if last verification is older than 18 months.
- Self-declaration of no significant adverse life events (loss of income, relocation).

A Top-Up loan request that fails any of these checks is auto-rejected with reasons communicated to the user over email and SMS.

Top-Up and Upgrade Policy - Section 2: UPGRADE CRITERIA AND CUSTOMER TIERS

BlueLoans4all incentivizes responsible borrowers by offering upgraded credit profiles and benefits. The Upgrade system is tier-based and data-driven.

Tier Classifications:

- **Silver**: Default entry-level profile
- **Gold**: Requires 12 months of clean payment history and regular income inflow
- **Platinum**: Requires 18+ months of loyalty, voluntary prepayments, and high creditworthiness

Automatic Upgrade Triggers:

- Credit score improvement ≥ 30 points in 12 months
- Top-up loan availed and closed without default
- Usage of digital portal, repayment through UPI, and timely communication behavior

Benefits of Upgrade:

- Reduction in interest rate by 1-2% annually
- Waiver of next processing fee
- Extended tenure options (up to 60 months for Platinum users)
- Dedicated PFA and 24x7 live chat window

Upgrade Review Cycle:

- Triggered every 180 days
- Managed by the central CRM + Credit Ops team
- Customer notified via app inbox and push notifications

Top-Up and Upgrade Policy - Section 3: LOAN STRUCTURE AND DISBURSEMENT PROCESS

Structure of Top-Up Loans:

- Issued as a separate contract with its own sanction letter and EMI schedule
- Amount typically ranges from INR 15,000 to INR 1,00,000
- Tenure options: 6, 12, 18, or 24 months (subject to repayment capacity)

Processing Steps:

1. Customer applies via app or PFA
2. Automated eligibility engine evaluates pre-screening
3. Documents uploaded and re-verified via Aadhaar eSign
4. Disbursement triggered to the primary bank account within 24 business hours

Customers can track real-time status of application via:

- Mobile app dashboard
- SMS updates
- WhatsApp Chatbot (Opt-in only)

Turnaround Time (TAT):

- 6 hours for system approval
- 18-24 business hours for final disbursal

Top-Up and Upgrade Policy - Section 4: INTEREST RATES, CHARGES, AND REPAYMENT

Interest Rates:

- Default Top-Up interest rate = 1% higher than original loan interest
- Rate may reduce based on Upgrade Tier (Gold: -0.5%, Platinum: -1.0%)

Charges:

- Processing Fee: 2.5% of sanctioned amount + GST
- Prepayment Fee:
 - NIL if repaid after 3 months and before 6 months
 - 2% of remaining principal if pre-closed within first 3 months
- Late EMI Payment: INR 400 flat + 24% annualized penal interest on overdue EMI
- Bounce Charges: INR 350 per failed auto-debit attempt

Repayment Terms:

- Fixed EMI through NACH mandate or UPI autopay
- No part-payment allowed in the first 3 months
- EMI holiday option available once every 12 months upon request (Gold and Platinum only)

Account Closure:

- Final NOC (No Objection Certificate) issued within 3 working days after final EMI clearance.
- All dues must be cleared for future eligibility or upgrades.

Top-Up and Upgrade Policy - Section 5: COMPLIANCE, GOVERNANCE & AUDIT TRAILS

BlueLoans4all ensures full transparency and compliance under the NBFC guidelines laid out by the Reserve Bank of India (RBI) and adheres to Fair Practice Code (FPC) norms.

Documentation & Disclosures:

- Digital loan agreement with timestamped signature stored in encrypted vault
- KFS (Key Fact Statement) including total interest, processing fees, prepayment clauses, and contact points
- Digital log of consent capture at each step

Reporting Requirements:

- Top-Up loans are mandatorily reported to all credit bureaus within 72 hours of disbursement
- Negative events (defaults, missed EMI, restructuring) logged within 48 hours

Audit & Escalation:

- All decisions logged with underwriting justification in the LOS
- Monthly audit reports submitted to the Risk Review Committee
- Customers can request access to their credit history and audit trail upon formal request (per the Data Access

Protocol 2022)

Governance:

- Policy reviewed every 6 months by Compliance & Lending Product Committee
- Any update published on customer portal with 15-day prior notice