

BlueLoans4all Policy Manual

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SECTION 1: LOAN ELIGIBILITY

All applicants must:

- Be citizens of India aged between 21 and 60 years.
- Own a registered micro-enterprise or shop with proof of GST registration or Udyam certificate.
- Maintain an active bank account for the last 6 months.
- Have no prior default history on formal credit bureaus like CIBIL.

Eligibility is determined based on a credit score threshold (minimum 650), bank statement analysis, and repayment history with BlueLoans4all (if applicable).

Top-up loans are available only after successful repayment of at least 40% of the original tenure.

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SECTION 2: EMI PAYMENT POLICIES

- EMIs are auto-debited on the 5th of every month unless otherwise specified.
- If the 5th is a bank holiday, debit occurs on the next working day.
- Customers must maintain sufficient balance one day before EMI due date.

Prepayment:

- Permitted after the 3rd EMI is paid.
- No prepayment penalty if amount is under INR25,000.
- Full pre-closure attracts 2% foreclosure fee on outstanding principal.
- A prepayment calculator is available via the customer portal and chatbot.

Missed Payments:

- First missed EMI: No penalty, but reminder call is triggered.
- Second missed EMI: INR500 penalty + risk category updated.
- Third missed EMI: Legal escalation may begin, subject to review.

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SECTION 3: COMPLIANCE & DISCLOSURE NORMS

BlueLoans4all follows all RBI norms for NBFCs as outlined in Master Circular DNBR.PD.007/03.10.119/2016-17.

- Loan agreements must be digitally signed and shared with the customer.
- Policy summaries and key fact statements must be accessible via mobile app and website.
- All agent/customer conversations are recorded for training and audit compliance.
- EMI schedules must be disclosed prior to disbursal.
- Customer consent must be taken for each top-up loan and pre-closure.

Fair Usage:

- Agents must not provide unverified answers.
- All financial information must be generated via the official SQL/Policy engine or chatbot.

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SECTION 4: CUSTOMER SERVICE PROTOCOLS

- Chatbot or Personal Finance Agents (PFAs) are available 24x7.
- SLA for standard queries is ≤ 15 seconds via chatbot, ≤ 60 seconds for live agent.
- Agents are prohibited from quoting EMI values manually.

Escalation Matrix:

- Level 1: Bot Feedback Form
- Level 2: PFA escalation (under 6 hours)
- Level 3: Customer Grievance Redressal Officer (response within 2 business days)

Logging:

- Every interaction, query resolution, and policy trigger is logged.
- Logs are maintained for 7 years under the Digital Recordkeeping Act (2021).