

Process Review Audit Checklist

Bank Name		RBL	
Process Review Period	May'25	Process Review Agency	QDegrees
Agency Name	SPARKLINE ENTERPRISES	Agency Location	Delhi
Product	Credit Cards	Audit Date	01-05-2025

Parameters

Parameter	Sub-Parameter	Status	Remarks
AGENCY MANAGEMENT			
	<i>Name Board of The Collection Agency With Complete Address</i>	Satisfactory	Test
	<i>Certificates available for FOS & Properitor (In Case Of Provisional Certificate DRA Certificate To Be Filed W</i>	Satisfactory	Test
	<i>Check collection manager</i>	Unsatisfactory	Test
PROCESS MANAGEMENT			
	<i>Agency Performance Letter Printed On Agency Letter Head</i>	Satisfactory	Test