

Below lists the procedure NST/Shecommerz undertakes from onboarding to disbursement.

1.2.2 Launch Preparations

Based on the business plan and guided by the Agreement, regulatory requirements, and industry practices, NST will prepare a time schedule to launch the business in the identified geographies.

NST through its DP's (Delivery Partner) team will commence "Centre Meetings" with target customers in the identified geography to promote awareness of the Bank and its products.

1.2.3 Prospect Identification

(Manual) Delivery Partner's (DP) Relationship Managers (RM) will conduct Centre Meeting in the identified area and the interested prospect customers (Prospects) will be identified by the RMs. The preliminary prospect details will be collected by the RM using MiFiX mobile UI and they will be assigned a unique Prospect ID by MiFiX automatically.

1.2.4 Prospect KYC Process

The RM will then use the MiFiX application and a biometric device to scan and verify the AADHAAR card details of the prospective customer. The AADHAAR number will be encrypted to industry standards (currently 256 SHA encryption method is being used) and transmitted to the Bank's UIDAI interface via the Bank's server. AADHAAR details will not be stored in any database outside the Bank's server or its other platforms. The Bank will return the KYC results (PASS/FAIL) via its MiFiX server to the MiFiX UI.

1.2.5 Bank Credit Review

As soon as the prospect's basic details are captured, and the prospect is determined to be eligible for a loan product, the credit check process will be automatically initiated

through the credit bureau. The fetched credit data of the prospect along with the credit conditions set by the Bank is used to determine the credit eligibility of the prospect and the credit decision will be communicated to the RM via MiFiX.

1.2.6 Household Details Capture

If the prospect is credit approved, the RM will move on to capturing the basic details of the prospect's household members along with the prospect's income, assets, expenses, and liability details. These details will be used to calculate the prospect's eligible loan amount as per the RBI guidelines.

1.2.7 Bank Account Details Capture

Once the prospect's household details are captured, the bank account details of the prospect will be captured by the RM. This account will be used to disburse the loan amount.

1.2.8 Joint Liability Group (JLG) Formation

RM will facilitate the group formation as per the criteria for all credit approved prospects on MiFiX. Each group will be assigned a unique Group ID and name on MiFiX.

1.2.9 Data Verification

All the captured details of the prospect and their household members after the group is created will be verified by an independent team.

Field Verification: DP Contact Point Verification Executive (CPVE) will verify the data captured by the RM and where required include a field visit to do a “Checker” verification of the same data.

1.2.10 Penny Drop Validation

Once the prospect data is verified by the field verification team, a penny drop check will be initiated automatically from MiFiX for all the prospects whose preferred loan disbursement is to an outside bank. This validation will check for the account validity, account activeness, and do an internal name match to ensure that no malpractice takes place.

1.2.11 Group Photo Capture

Post penny drop verification, the group’s photo will be captured while also scheduling their collection due cycle.

1.2.12 Internal Audit Verification

The internal audit team is an independent team which acts as a final verification team to ensure only quality customers are processed for loan approval. This team will verify all the customer details that were captured and verified by the field team as a final review.

1.2.13 Loan Approval

All the audited groups will go through the bank’s loan approval process (manual/auto). The bank acts as the decision makers for approving loans for eligible groups. Only the approved groups will proceed for disbursal and receive the loan amounts.

1.2.14 Prospect Documentation and e-Signing

As soon as the loan is approved for the group, the e-signing process for all the members of the group will be completed. This includes generating the loan documents and conducting an e-signing process to capture the Aadhaar-based digital signature of all the prospects. For this, the group members will be invited to the CEC.

1.2.15 Insurance

Once the loan documentation formalities are completed, the CEC team will move on to capturing the prospect’s consent for the insurance that is tied to the loan product along with capturing the required details of the nominee and co-applicant. The insurance premium will be auto debited from the prospect’s loan amount during the disbursal process.

1.2.16 Loan Disbursement

Once the insurance initiation process is completed, the loan disbursement process will get triggered automatically to ensure that all the customers receive their loan amount instantly.

1.2.17 Loan Card Generation

The loan card will get generated from the backend post disbursement. The CEC team will download and print the loan card to share it with the customers.

a) Post Disbursement Process

The RM follows up within the scheduled timeframe to ascertain the appropriate use of funds.