



FAQs

About Clix:

1. What type of loans does Clix offer?

We offer various loan products like Personal Loan, Two Wheeler Loan, Business Loan, Loan Against Electronic Payment, Home Loan, Loan Against Property, Healthcare Equipment Finance, and School Financing in our retail segment.

2. What is a Personal Loan?

A personal loan is money borrowed from a lender that you pay back in fixed monthly payments, or installments. Most personal loans are “unsecured” — not backed by collateral.

3. What is a Two-Wheeler Loan?

A two-wheeler loan helps you purchase a motorcycle or a scooter of your choice and pay for it in equated monthly instalments (EMIs).

4. What is Healthcare Equipment Finance?

When you tell us that you aim to work towards providing better healthcare, we want to make sure that it's possible. And that's why our loans are designed to further your ambition. Whether it's about building better emergency care units or investing in specialized equipment, we're here to help.

5. What is a Business Loan?

Clix's offers unsecured business loans without any collateral, guarantor or security, to fulfil your business needs. A business entity can borrow between 5 to 50 lakhs depending on the eligibility for a tenor of 1 to 3 years with repayments done in equated monthly installments (EMI). This hassle free experience comes with easy documentation and quick service (basis your income tax returns/bank statements/GST returns filed).

6. What is School financing?

Clix's offers secured and unsecured school financing loans to fulfil your working capital, business expansion, CAPEX or BT needs. An entity can borrow between 10 to 750 lakhs depending on the eligibility for a tenor of 3 to 10 years with repayments done in equated monthly installments (EMI). This hassle free experience comes with easy documentation and quick service (basis your income tax returns/bank statements/GST returns filed/property documents).

7. What is Loan Against Electronic Payment?

Clix's offers Loan against electronic payments (LAEP) as a way to fund your business without any collateral. Loan against electronic payments is a short term unsecured facility given to a merchant who has a Point of Sale (POS) machine installed in their premise. Repayment of the loan is daily and is enabled by a processor who manages the POS machine.

8. What is Home Loan?



A home loan simply means a sum of money borrowed from a financial institution to purchase a house. The property is mortgaged to the lender as a security till the repayment of the loan. Clix provides Home Loan, Loan for Home Renovation/Expansion, Home Loan balance transfer from other institution to Clix and loan against property.

General Questions:

9. What is an EMI?

Equated Monthly Instalments (EMIs) give you the ease and benefit of paying back the personal loan amount in smaller convenient instalments. The instalments consist of both the principal and interest amounts.

10. What is a Pre-EMI interest?

When you avail of a part of your home loan, you will be charged simple interest on the amount that has been paid out till your entire sanctioned home loan amount is disbursed. This payment of simple interest on part payment is called PRE- EMI Interest.

11. Do I get tax benefits on my Home Loan?

Yes. You are eligible for tax benefits on the principal and interest components of your Home Loan under the Income Tax Act, 1961.

12. What are the benefits of a Personal Loan?

Here is why Personal Loan is perfect for you:

- Quick loan payment
- No collateral or security needed
- Minimal documentation
- Flexible EMI plans and repayment options

13. How does credit report impact loan approval process?

Credit report provides details on your financial status and your ability to repay a loan. This helps us evaluate your financial history. A good credit report will help you avail a loan easily.

14. What is the loan amount you can get when you apply for a loan?

The loan amount depends upon your income, your bureau score and other eligibility criteria.

To check your bureau score please click <https://www.clix.capital/credit-score/>

15. How secure is the information provided by me?

We take the information security very seriously and comply with the best practices in the industry. Be assured that all the information shared is safe and is handled in a secure manner.

16. If I don't have any credit history, can I still get the loan from Clix ?

Having little credit or no credit history can make the case difficult. But nowadays, credit bureaus score new-to-credit customers too or those having recently taken loans. Please contact us for loan requirements and we shall check the loan eligibility for you.

17. Are PAN and Aadhar mandatory for loan application?



PAN and Aadhaar are regulatory mandated to complete the basic Know Your Customer (KYC) checks. If you don't have PAN or Aadhaar, you will not be able to complete the loan application.

Loan Status Related:

18. How can I check the status of my online loan application?

To check your loan status, you can call our customer care on 1800-200-9898 or email us at hello@clicx.capital available from Monday to Saturday 9:30 AM to 6:30 PM, and give your application number provided to you through SMS, upon authentication of details, you will be informed of the status of your account.

19. How long does it take for the loan application to be processed?

It usually takes 7-10 working days for the loan application to be processed, once all relevant documents are collected.

20. What are the tenor options available for personal loan?

You can choose a tenor ranging from 12 to 60 months depending on your preference and the loan sanction conditions.

21. What are the tenor options available for business loan?

You can choose a tenor ranging from 12 to 36 months depending on your preference and the loan sanction conditions.

22. Do I need to pledge property or machinery to get business loan?

Clix's offers unsecured business loans without any collateral, guarantor or security, to fulfil your business needs.

23. How old my business should be to get business loan from Clix?

We are happy to work with companies that have been operational for minimum 3 years and have a good financial track record.

24. I have been denied by bank before, can I still get a loan from Clix?

Yes. Our approach to lending evaluates SMEs in a very different way from banks. Rather than focusing on traditional factors such as collateral such as property, we look at the strength of your cash flows and customer relationships.

25. In how much time will the money be credited to my account?

Once loan is approved, amount shall be disbursed in your bank account within 2 working days

26. I no longer require the loan, which I applied. How do I cancel my loan application?

You may enquire about loan cancellation by calling our helpline on 1800-200-9898 or email us at hello@clicx.capital available from Monday to Saturday 9:30 AM to 6:30 PM

Loan Details Related:

27. How will I get to know my complete loan details?

You will receive a welcome kit on your E-mail ID consisting of your repayment schedule and copy of loan agreement within 7 days of loan disbursement

28. What if I have not received welcome kit?

You may request by calling our helpline on 1800-200-9898 or email us at hello@clicx.capital available from Monday to Saturday 9:30 AM to 6:30 PM



29. How can I get my statements for re-payment schedule / interest certificates / statement of accounts / no objection certificate /any other document request?

You may request for copy of your statements by calling our helpline on 1800-200-9898 or email us at hello@clix.capital available from Monday to Saturday 9:30 AM to 6:30 PM . Please ensure you mention your loan account number while raising the request through e-mail.

30. How can I update my mobile number/Email Address/Billing Address?

You may place a request by calling our helpline on 1800-200-9898 or email us at hello@clix.capital available from Monday to Saturday 9:30 AM to 6:30 PM

31. I see a discrepancy in my credit report, how can I get this corrected?

Please share your credit report with us where you see the discrepancy by emailing us at hello@clix.capital . It takes 7-10 working days for us to validate and update the record

Repayment Related:

32. How do I repay the loan?

You can repay the loan in Equated Monthly Instalments (EMIs) using the NACH facility (preferable option) or through post-dated cheques.

33. How do change bank account for NACH payments?

You may place a request by calling our helpline on 1800-200-9898 or email us at hello@clix.capital available from Monday to Saturday 9:30 AM to 6:30 PM . It takes upto 7 working days for the NACH swap request to be approved, once approved NACH registration takes 15-21 days.

34. Can I repay my loan before due date?

Yes. However, this would attract a fee towards pre-closure of loan.

35. How can I transfer the money online for EMI payment or loan foreclosure?

You may request for the payment link by calling our helpline on 1800-200-9898 or email us at hello@clix.capital available from Monday to Saturday 9:30 AM to 6:30 PM. Please do not transfer funds in our bank account without informing us.

36. I have made a foreclosure payment before my EMI date. Do I still need to pay my instalment?

In case the payment is received 7 days before EMI date, the EMI shall not be presented from our end.

37. My payment was bounced/not debited, how can I pay manually?

You may request for the payment link by calling our helpline on 1800-200-9898 or email us at hello@clix.capital available from Monday to Saturday 9:30 AM to 6:30 PM

38. Is auto-repayment set up mandatory for loan repayments?

Yes. This is one-time setup activity, which can be done during loan application. We strongly recommend you to setup this once for hassle-free repayments experience.

39. How do I check my account balance and due date?

You may enquire by calling our helpline on 1800-200-9898 or email us at hello@clix.capital available from Monday to Saturday 9:30 AM to 6:30 PM

40. How do I initiate the payment through Demand Draft/Cheque?



You may enquire by calling our helpline on 1800-200-9898 or email us at hello@clix.capital available from Monday to Saturday 9:30 AM to 6:30 PM

41. How do I apply for TDS refund?

Please share a copy of cancelled cheque along with Form 16A and 16B with us for TDS refund by emailing us at hello@clix.capital. Our team will evaluate the details with the document received and refund (if applicable) would be issued within 10-15 working days.

Loan Closure Related:

42. Are there any foreclosure/prepayment charges for personal loan?

Yes, there are foreclosure/prepayment charges applicable. You may refer to the below link to view the charges applicable for loan type:

<https://www.clix.capital/wp-content/uploads/2019/12/CCSPL-Approach-for-Determining-Interest-Rates-Processing-and-Other-Charges.pdf>

43. What is the process of prepayment/foreclosure?

You may request the statement by calling our helpline 1800-200-9898 from your registered mobile number or email us at hello@clix.capital from your registered email ID, available from Monday to Saturday 9:30 AM to 6:30 PM and our team will share the statement in 7-10 working days along with the payment link/bank details.

44. How to get the No Due Certificate for my loan?

You may request the NOC by calling our helpline 1800-200-9898 from your registered mobile number or email us at hello@clix.capital from your registered email ID, available from Monday to Saturday 9:30 AM to 6:30 PM and our team will share the in 7-10 working days. Please share the copy of registration certificate in case of Two Wheeler or Car Loan for validation.

EMI Related:

45. Can I change my EMI plan?

We are sorry to inform you that you will not be able to change your EMI plans once the loan is booked.

46. What happens if I don't pay my EMI on time?

It is imperative that you pay your EMI on time in order to avoid late payment charges, maintain a good credit rating, and avoid collections follow up.

Please maintain adequate balance in your bank account around the repayment date. Not paying your EMI on time could result in your credit bureau score being affected.

47. What should I do in case the EMI is deducted more than once?

Please log a request for us to check by calling our helpline on 1800-200-9898 or email us at hello@clix.capital available from Monday to Saturday 9:30 AM to 6:30 PM , also share the bank statement where it shows multiple debits by Clix . Also, share your bank statement or UTR number of the transaction. Once validated, refund will be issued in 10 working days.

Grievance Redressal:

48. What is the escalation channel for Clix?

You may review our Grievance Management Policy by clicking on the below link:

<https://www.clix.capital/wp-content/uploads/2019/09/Clix-Capital-Grievance-Redressal-sep-19.pdf>