



CLIX CAPITAL SERVICES PRIVATE LIMITED

Approach for Determining Interest Rates, Processing and Other Charges

Approved by the Board of Directors on March 31, 2024

Overview:

Reserve Bank of India vide its Master Direction – Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 dated October 19, 2023 as amended from time to time, have directed all NBFCs to adopt an Interest rate model, the approach for gradation of risks and to make them available on the website of the Company.

Accordingly, Clix Capital Services Private Limited (“**Clix**”) is publishing this approach for Determining Interest Rates, Processing and Other Charges in order to ensure transparency to conform to the stipulations of RBI’s directives, and shall be applicable till further notice.

This approach details the principles for determining interest for loans provided by Clix:

- Lending rates are calculated taking into consideration Clix’s weighted average cost of funds, credit costs, overheads and other administrative costs.
- The cost of funds depends on the different types of funding sources tapped by Clix to fund its business. These are an amalgamation of equity, bank loans, debentures, commercial papers and other money market instruments.
- The interest rate for loans for different business segments and products within that business segment differ due to the nature of the segment or product.
- The interest rate for any business segment or product would incorporate Clix’s cost of funds, cost on account of risk and tenor for the concerned business segment / product, business / product specific operating cost and margin.
- Some of the key factors / gradations of risk that impact interest rate are:
 - o Business risk, industry risk, market position, market reputation, vintage of the business, competition
 - o Size and nature of the business, geographic location of the borrower
 - o Historical performance of similar homogenous pools of borrowers
 - o Profile and incorporation of the borrower, strength and experience of group
 - o Length of relationship with the borrower, repayment track record of existing borrower, credit history as revealed from available sources
 - o Credit and default risk in the related business segment / product e.g. interest rate may be higher for borrowers with lower credit scores / ratings
 - o Nature and value of primary collateral and additional security
 - o Existing and as the case may be, future financial position of the borrower, sustainability of cash flow of the borrower
 - o Financial flexibility of the borrower
 - o Tenure of the loan e.g. interest rate may be higher for longer tenure loans
 - o Interest rate trend prevailing in the money market
- The rate of interest for the same product and duration need not be standardized. It could vary for different customers depending on any one or a combination of the above factors
- Interest rates could be fixed or floating. Floating rate loans are benchmarked either to the commercial paper benchmark or SBI Base Rate or to such benchmark as Clix may deem fit.
- Applicable interest rates would be communicated to the borrower. The Company shall clearly state the terms and conditions of the loan and also the annualized interest rate applicable on the loan. The borrower shall also be provided with a copy of the repayment schedule that shows the breakup of principal and interest that are payable



by the borrower.

- Interest shall be payable at intervals depending on the business segment and the product.
- All amounts, including interest and principal shall be payable immediately on the due date as provided in the repayment schedule and no grace period for any payments is allowed.
- As a deterrent against willful delinquency, and to encourage adherence to the terms and conditions of the loan agreement, Clix may charge an additional / overdue interest rate depending on the business segment / product and benchmarked against market / competitive conditions.
- Any changes in the applicable interest rate would be communicated to the borrower in a manner as detailed in the loan agreements or in an adequately suitable mode and manner.
- Moreover, Clix may also levy overdue interest on unpaid interest (including on unpaid EMI) at the contracted rate of interest till the date of remediation, and other financial charges like processing fees, origination fees, Cheque bouncing charges, , reschedulement charges, prepayment / foreclosure charges, part disbursement charges, Cheque swap charges, security swap charges, charges for issue of statement account etc. wherever considered necessary.
- All processing / other charges would vary depending on the business segment / product, assets being financed, expenses incurred in the geographical location / customer segment and generally represent the cost incurred in rendering service to the customer.
- All charge will be charged based on the costs incurred by Clix, including but not limited to break costs, customer acquisition costs and business segment / product.
- For individual borrowers, the prepayment charges for floating rate loans will be NIL.
- Clix shall also collect any applicable stamp duties, service taxes and other cesses that may be applicable at the time of sanction / disbursal. Any revision in these charges would be from prospective effect.
- Clix would also benchmark itself against prevailing practice followed by its competitors in the market to determine the applicable rate of interest for any business segment / product.
- Clix reserves the sole right to decide on any refund or waiver of charges / overdue interest / Additional interest.
- As each transaction we enter into is individually assessed, we do not publish interest rates.
- Any revision in the approach for Determining Interest Rates, Processing and Other Charges would be reviewed by the Risk and Business Team and recommended to the Board / Board Authorized Officials for approval.

Annexure 1 – Indicative interest rates and schedule of charges

A. Indicative Interest Rates for every Business Product

- a. Interest rate range: 0% – 46%.
(In cases where the rate of interest for the customer is 0% or the customer is effectively not charged interest, same is recovered as part of subvention arrangement with the Program Partner)
- b. Interest rates may vary depending on nature of financing, term. Some of the key factors and gradations of risk that impact interest rate are:
 - Business risk, industry risk, market position, market reputation, vintage of the business, competition
 - Size and nature of the business, geographic location of the borrower
 - Historical performance of similar homogenous pools of borrowers
 - Profile and incorporation of the borrower, strength and experience of group
 - Length of relationship with the borrower, repayment track record of existing borrower, credit history as revealed from available sources
 - Credit and default risk in the related business segment / product e.g. interest rate may be higher for borrowers with lower credit scores / ratings
 - Nature and value of primary collateral and additional security
 - Existing and as the case may be, future financial position of the borrower, sustainability of cash flow of the borrower
 - Financial flexibility of the borrower
 - Tenure of the loan e.g. interest rate may be higher for longer tenure loans
 - Interest rate trend prevailing in the money market
- c. The rate of interest and duration need not be standardized. It could vary for different customers depending on any one or a combination of the above factors. The rate of interest also varies depending upon relative credit strengths of borrowers. Final applicable interest rate is based on various other parameters and communicated in the sanction letter / loan agreement.

B. Schedule of charges:

A. SME		
1	Business Loan	
	Fee Type	Standard Rate
	A) Prepayment Fee	< 12 Month – up to 6% of principal outstanding for loan amount + applicable taxes
		=>12 Month & <24 months- up to 5% of Principal outstanding for loan Amount + applicable taxes
		=>24 Months – up to 4% of Principal outstanding for loan amount + applicable taxes
	B) Overdue Interest /Default Interest / Additional Interest	up to 3% pm on EMI overdue
	C) Restructure/Modification/change in borrowers	Up to 2% of Outstanding Amount
	D) Customer Service Fee	
	- Cheque/NACH/ESC bounce charges	Up to INR 1000 per bounce/per dishonor
	- Repayment instrument change/swap charges	Up to INR 1000 + applicable taxes, if any
	- Issuance of duplicate Income Tax certificate	Up to INR 500 + applicable taxes, if any
	- Issuance of NOC	Up to INR 500 + applicable taxes, if any
	- Issuance of Statement of Account	Up to INR 500 + applicable taxes, if any
	- Document Retrieval / Foreclosure statement	Up to INR 1000 + applicable taxes, if any
	- Loan cancellation charges	Up to INR 20,000 + rate of interest from the date of disbursement till date of request for cancellation
	F) Processing Fees / Loan Applied Fees	Up to 5% of the loan amount
	G) “No Instrument” Charges for EMI Payment	INR 200 + applicable taxes, if any
2	Loan Against Property (“LAP”) / K 12 Loans	
	Fee Type	Standard Rate
	A) Foreclosure Charges	<= 12 Month – up to 6% of principal outstanding for loan amount + Applicable taxes >12 Month – up to 4%* + applicable taxes on Principal outstanding for loan amount *Above rate is applicable, if foreclosure done by own fund. In case other source of fund, additional 2% + Applicable Taxes will be levied

	B)	Part-Payment charges	Part Payment are same as foreclosure charges
	C)	Restructure/Modification/change in borrowers	Up to 2% of Outstanding Principal Amount
	D)	Overdue interest /Default interest / Additional interest	@ up to 3% pm on EMI overdue
	E)	Customer Service Fee	
		- Cheque/NACH/ESC bounce charges	Up to INR 3000/per dishonor/per bounce
		- Repayment instrument change/swap charges	Up to INR 1000 + applicable taxes if any
		- EMI cycle repayment date change	Up to INR 1000 + + applicable taxes if any
		- Issuance of duplicate Income Tax certificate	Up to INR 500 + + applicable taxes if any
		- Issuance of NOC	Up to INR 500 + applicable taxes if any
		- Issuance of Statement of Account / Repayment Schedule	Up to INR 500 + applicable taxes if any
		- Document Retrieval / Foreclosure Statement / LOD	Up to INR 1000 + applicable taxes if any
		CERSAI charges	Up to INR 500 + GST per property for property verification
		- Loan cancellation charges	Upto INR 15,000 + applicable taxes if any or processing fees (whichever is higher)
	F)	Processing Fees / Loan Applied Fees	Up to 3% of the loan amount
	G)	"No Instrument" Charges for EMI Payment	INR 200 + + applicable taxes if any
3		Loan Against Electronic Payment (LAEP)	
		Fee Type	Standard Rate
	A)	Prepayment Fee	Up to 6% of the future principal outstanding amount after 3 months from the date of disbursement
	B)	Overdue Interest	@ up to 3% pm on EMI overdue
	C)	Restructure/Modification/change in borrowers	Up to 2% of Outstanding Principal Amount
	D)	Customer Service Fee	
		- Cheque/NACH/ESC bounce charges	Up to INR 500
		- Repayment instrument change/ swap charges	Up to INR 1000
		- Issuance of duplicate Income Tax certificate	Up to INR 500
		- Issuance of NOC	Up to INR 500
		- Issuance of Statement of Account	Up to INR 500
		- Document Retrieval / Foreclosure statement	Up to INR 1000



	F)	Loan applied -- (first loan or any incremental loan or as applicable)	Up to 3 % of the loan amount applied
B. CAG			
		Corporate Loans (CAG) / LAS / TCMS	
		Fee Type	Standard Rate
	A)	Foreclosure / part pre-payment charges	Up to 4%
	B)	Processing / upfront fees	Up to 4%
	C)	Default / Overdue interest range	As contractually agreed with Borrowers
	D)	Schedule of other charges:	
		Customer Service Fee	
		- Cheque/NACH/ESC bounce charges	Up to INR 2000
		- Repayment instrument change/ swap charges	Up to INR 1000
		- EMI cycle repayment date change	Up to INR 1000
		- Issuance of duplicate Income Tax certificate	Up to INR 500
		- Issuance of NOC	Up to INR 500
		- Issuance of Statement of Account	Up to INR 500
C. Retail			
	1	Personal Loans (PL)	
		Fees Type	Charges
	A)	Processing Charges	Up to 10%
	B)	Foreclosure Charges	6 Months lock-in, 5% of POS + Applicable taxes
	C)	PDD / Cheque/ ECS/NACH bounce charges – per presentation	Up to 1000 + Applicable taxes
	D)	Repayment Instrument Swap Charges	INR 500 + Applicable taxes
	E)	Duplicate Issuance of NOC	INR 500 + Applicable taxes
	H)	Document retrieval Charges (per retrieval)	INR 100 + Applicable taxes
	I)	Duplicate Statement of Accounts	INR 200 + Applicable taxes
	J)	Foreclosure Letter Issuance	INR 500 + Applicable taxes
	K)	Stamping Charges	As per specific rates defined by regulators
	L)	Loan Cancellation Charges (Post Disbursal)	INR 2000 + Applicable taxes
		Overdue Interest	2% per month on unpaid installment

	M)		
	N)	NACH / E-Mandate Rejection service charge	INR 500 + Applicable taxes
	O)	“No Instrument” Charges for EMI Payment	INR 200 + GST
2		Two Wheeler (TW)	
		Fees Type	Charges
	A)	Processing Charges	Up to 10%
	B)	Foreclosure Charges	6 Months lock-in, 4% of POS + Applicable taxes
	C)	Cheque / PDC/ ECS/NACH bounce charges – per presentation	INR 250 + Applicable taxes
	D)	Repayment Instrument Swap Charges	INR 500 + Applicable taxes
	E)	Duplicate Issuance of NOC	INR 250 + Applicable taxes
	H)	Document retrieval Charges (per retrieval)	Nil
	I)	Duplicate Statement of Accounts	Nil
	J)	Stamping Charges	As per specific rates defined by regulators
	K)	Loan Cancellation Charges (Post Disbursal)	INR 1000 + Applicable taxes
	L)	Overdue Interest	2.5% per month on unpaid installment
	M)	NACH / E-Mandate Rejection service charge	Nil
	N)	“No Instrument” Charges for EMI Payment	INR 200 + GST
3		Consumer Loans (CL)	
		Fees Type	Charges
	A)	Processing Charges	Up to 10%
	B)	Foreclosure Charges	Up to 7%
	C)	PDD / Cheque/ ECS/NACH bounce charges – per presentation	Up to INR 1500 + Applicable taxes
	D)	Repayment Instrument Swap Charges	Up to INR 500 + Applicable taxes
	E)	Issuance of NOC	Up to INR 500 + Applicable taxes
	H)	Document retrieval Foreclosure Statement	Up to INR 100 + Applicable taxes
	I)	Statement of Accounts	Up to INR 200 + Applicable taxes
	J)	Stamping Charges	As per specific rates defined by regulators
	K)	Cancellation Charges (Post Disbursal)	Processing fee to be deducted
	L)	Overdue Interest	Up to 24% per annum
	M)	“No Instrument” Charges for EMI Payment	INR 200 + GST
4		Auto Lease	



	Fees Type	Charges
	A) Prepayment Fee	Up to 2% of Outstanding Amount
	B) Overdue Interest	Up to 2%
5	Auto- SME	
	Fees Type	Charges
	A) Prepayment Fee	Up to 2% of Outstanding Amount
	B) Overdue Interest	Up to 2.00%
	C) Restructure Fee	Up to 1% of Outstanding Amount (MIN INR 1000)
	D) Admn & Doc Fee	Min INR 1000
	E) Customer Service Fee	
	- NSF Cheques	Up to INR 200
	- Document Copies	Up to INR 500
	- Cheque Bouncing Charges	Up to INR 500
	F) Processing Fees / Loan Applied Fees	Up to 0.5% of the loan amount
6	Auto-Used	
	Fees Type	Charges
	A) Prepayment Fee	Up to 5% of Outstanding Amount
	B) Overdue Interest	Up to 2.00% pm
	C) Restructure Fee	Up to 1% of Outstanding Amount (Min INR 1000)
	D) Admn & Doc Fee	Min INR 1000
	E) Customer Service Fee	
	- NSF Cheques	Up to INR 200
	- Document Copies	Up to INR 500
	- Cheque Bouncing Charges	Up to INR 500
	F) Processing Fees / Loan Applied Fees	Up to 0.5% of the loan amount
D.PAYTM		
1	PAYTM - Merchant Loans	
	Fees Type	Standard Rate
	A) Overdue Interest	At contracted ROI Applicable per day at pro rata basis on the total (Principal and interest) overdue. This would be charged on the overdue EDIs, in case the payment default is equal to or more than 7 days past due ("DPD").
	B) PDC/NACH/ESC bounce charges	Up to 300 Applicable Taxes
	C) Repayment instrument change/ swap charges	Up to 300 Applicable Taxes
	D) Processing Fees / Loan Applied Fees	Up to 10% of the loan amount
2	PAYTM - Personal Loans	
	Fees Type	Standard Rate

	A)	Loan Processing Fee	1% to 6.25% of Loan Amount	
	B)	Foreclosure Charge	4% of Principal O/s + Applicable Taxes	
	C)	Bouncing Charge	INR 250 + Applicable Taxes	
	D)	Repayment Swapping Charges	INR 200 + Applicable Taxes	
	E)	Loan Cancellation Charges	INR 500 + Applicable Taxes	
	F)	NACH / E-mandate Rejection Service Charge	INR 250+ Applicable Taxes	
	G)	Overdue Interest	Monthly ROI as applicable as per agreement	
3				
PAYTM - POSTPAID				
	Fees Type		Standard Rate (Excl. Taxes)	
	A)	Convenience Charge	0-3% of monthly spends	
	B)	Interest Rate	0% for base Postpaid product (sub-vented by OCL); Up to 36% for EMI Conversion	
	C)	Late Payment Fee (as per applicable slab)	Outstanding Amount	Late fees (per month)
			Up to INR 100	INR 0
			INR 101 to INR 250	INR 10
			INR 251 to INR 500	INR 25
			INR 501 to INR 1000	INR 50
			INR 1001 to INR 2000	INR 100
			INR 2001 to INR 5000	INR 250
			INR 5001 and above	INR 500
E.				
PERSONAL LOANS – MONEY VIEW				
	Fee Type		Standard Rate	
	A)	Loan Processing Fee	2% - 10%	
	B)	Interest rate	16% - 36%	
	C)	Foreclosure Charges (<i>The above foreclosure charges are subject to the regulatory requirements and directions prescribed by Reserve Bank of India from time to time.</i>)	NIL. Lock-in condition (6 months lock in for 18 months tenure, 12 months lock in for >18 months)	
	D)	NACH bounce charges (per presentation)	500/- inclusive of GST	

	E)	Repayment instrument change / swap charges	NIL
	F)	EMI repayment cycle date change (with no change in any other term)	NIL
	G)	Modification of loan terms after first disbursement including but not limited to re-scheduling of loan repayment term, addition/ deletion of co-borrower(s), etc.	NA
	H)	Issuance of no objection certificate (NOC)	NIL
	I)	Statement of Account	NIL
	J)	Document retrieval/Foreclosure Statement	NIL
	K)	Overdue Interest	2% on total overdue EMI per month
	L)	Stamping Charges	As per agreed govt. standards
F. HFS			
1.		Healthcare Financial Services (HFS) / Equipment	
		Fees Type	Standard Rate
	A)	Prepayment Fee	0-12 Months- 6% of Principal outstanding + Applicable Taxes
			12-24 Months- 5% of Principal outstanding + Applicable Taxes
			Above 24 Months- 4% of Principal outstanding + Applicable Taxes
			i. Above rate is applicable, if foreclosure done by own fund. In case other source of fund, it will be 6% of Principal O/s + Applicable Taxes
	B)	Overdue Interest/ Default Interest / Additional interest t	@ Up to 36% p.a - of overdue Amount –
	C)	Processing Fees	Up to 3 % of loan amount + applicable taxes
	D)	Restructure Fee	Up to 1% of Outstanding Amount (Min INR1000)
	E)	Administrative & Doc Fee	Up to INR 1000
	F)	Customer Service Fee	
		- NSF Cheques	Up to INR 200
		- Document Copies	Up to INR 500 +APPLICABLE TAXES
		- Bouncing Charges	Up to INR 500 (Incl. Of APPLICABLE TAXES
		- Foreclosure Letter Issuance	Up to INR 500 +APPLICABLE TAXES
	G)	Misc. Fee	



	Letter of Credit	Up to 1% of value of LC amount
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