

Approach for Determining Interest Rates, Processing and Other Charges

Latest approval by the Board: May 28, 2025

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:
 - 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
- The rate of interest for the same product and duration need not be standardized. It could vary for different customers depending 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 CLXPLR 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
- 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/foreclosure charges for floating rate loans (other than business purpose) 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.
- 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 Product**

- a. Interest rate range: 0% – 36%.
(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 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
H) Arbitration Proceedings	Actual expense + applicable taxes
I) Section 138 Notice	INR 5500 + applicable taxes, if any OR actual expense (whichever is higher)
2 Loan Against Property (“LAP”)	
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% of principal outstanding for loan amount + applicable
B) Part-Payment charges	<= 12 Month – up to 6% of principal paid + Applicable taxes >12 Month – up to 4% of principal paid + applicable taxes
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
	- Legal & Technical charges	Up to Rs. 10000 + applicable taxes if any
	- Custodian Fee if customer fails to collect property documents within 30 days after foreclosure	INR 500 per month + applicable taxes
	- Document Copies	INR 1000 + applicable taxes if any
F)	SARFAESI / Arbitration Proceedings	Actual expense + applicable taxes
G)	SARFAESI Notice	INR 5000 + applicable taxes, if any OR actual expense (whichever is higher)
H)	Section 138 Notice	INR 5500 + applicable taxes, if any OR actual expense (whichever is higher)
	CERSAI charges	Actual + applicable taxes
	Loan cancellation charges	Up to INR 15,000 + applicable taxes if any or processing fees (whichever is higher)
I)	Processing Fees / Loan Applied Fees	Up to 3% of the loan amount
J)	Re – Pricing Charges	Up to 1% of the principal outstanding + applicable taxes
K)	“No Instrument” Charges for EMI Payment	INR 200 + applicable taxes if any
L)	Document Handling charges	Up to INR 2000 + applicable taxes if any
3 K12 (School Loans)		
A)	Foreclosure Charges	<= 12 Month – up to 6% of principal outstanding for loan amount + Applicable taxes >12 Month – up to 4% of principal outstanding for loan amount + applicable taxes* <i>*Above rate is applicable, if foreclosure done by own fund. In case other source of fund, additional 2% will be levied</i>
B)	Part-Payment charges	<= 12 Month – up to 6% of principal paid + Applicable taxes >12 Month – up to 4% of principal paid + applicable taxes
C)	Restructure/Modification/change in borrowers	Up to 2% of Outstanding Principal Amount
D)	Default interest (on delayed payments)	Default interest will accrue on overdue EMI @ 3.0% (Three percent) per month, compounded monthly.
E)	Customer Service Fee	
	- Cheque/NACH/ESC bounce charges	Up to INR 3000/per dishonour/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	Actual + applicable taxes
	- Loan cancellation charges	Up to INR 20,000 + applicable taxes if any or processing fees (whichever is higher)

	- Custodian Fee if customer fails to collect property documents within 30 days after foreclosure	INR 500 per month + applicable taxes
	- Retrieval of collateral Document Copies	INR 1000 + applicable taxes if any
F)	Processing Fees / Loan Applied Fees	Up to 3% of the loan amount
G)	Re – Pricing Charges	Upto 1% of the principal outstanding + applicable taxes
H)	“No Instrument” Charges for EMI Payment	INR 200 + applicable taxes if any
I)	SARFAESI / Arbitration Proceedings / 138 proceedings & etc.	Actual expense + applicable taxes
J)	SARFAESI Notice	INR 5000 + applicable taxes, if any OR actual expense (whichever is higher)
K)	Section 138 Notice	INR 5500 + applicable taxes, if any OR actual expense (whichever is higher)
L)	Legal/Technical Charges (if applicable)	On Actuals – (varies from case-to-case basis)
M)	Document Handling Charges	Up to INR 2000 + 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	
	- 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
B. CAG		
1. Corporate Loans (CAG) / LAS / TCMS		
	Fee Type	Standard Rate
A)	Foreclosure / part pre-payment charges	Up to 4%
B)	Default / Overdue interest range	As contractually agreed with Borrowers
C)	Schedule of other charges:	
	Customer Service Fee	
	- 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)	Foreclosure Charges	6 Months lock-in, 5% of POS + Applicable taxes
B)	ECS/NACH bounce charges – per presentation	Up to 1000 + Applicable taxes
C)	Repayment Instrument Swap Charges	INR 500 + Applicable taxes
D)	Duplicate Issuance of NOC	INR 500 + Applicable taxes
E)	Document retrieval Charges (per retrieval)	INR 100 + Applicable taxes
F)	Duplicate Statement of Accounts	INR 200 + Applicable taxes
G)	Foreclosure Letter Issuance	INR 500 + Applicable taxes
H)	Stamping Charges	As per specific rates defined by regulators
I)	Loan Cancellation Charges (Post Disbursal)	INR 2000 + Applicable taxes
J)	Overdue Interest	2% per month on unpaid instalment
K)	NACH / E-Mandate Rejection service charge	INR 500 + Applicable taxes
L)	“No Instrument” Charges for EMI Payment	INR 200 + GST
2 Two-Wheeler (TW)		
Fees Type		Charges
A)	Foreclosure Charges	6 Months lock-in, 4% of POS + Applicable taxes
B)	ECS/NACH bounce charges – per presentation	INR 250 + Applicable taxes
C)	Repayment Instrument Swap Charges	INR 500 + Applicable taxes
D)	Duplicate Issuance of NOC	INR 250 + Applicable taxes
E)	Document retrieval Charges (per retrieval)	Nil
F)	Duplicate Statement of Accounts	Nil
G)	Stamping Charges	As per specific rates defined by regulators
H)	Overdue Interest	2.5% per month on unpaid instalment
I)	NACH / E-Mandate Rejection service charge	Nil
J)	“No Instrument” Charges for EMI Payment	INR 200 + GST
3 Consumer Loans (CL)		
Fees Type		Charges
A)	Foreclosure Charges	Up to 7%
B)	ECS/NACH bounce charges – per presentation	Up to INR 1500 + Applicable taxes
C)	Repayment Instrument Swap Charges	Up to INR 500 + Applicable taxes
D)	Issuance of NOC	Up to INR 500 + Applicable taxes
E)	Document retrieval Foreclosure Statement	Up to INR 100 + Applicable taxes
F)	Statement of Accounts	Up to INR 200 + Applicable taxes
G)	Stamping Charges	As per specific rates defined by regulators
H)	Overdue Interest	Up to 24% per annum
I)	“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)	Admin & Doc Fee	Min INR 1000
E)	Customer Service Fee	
	- Document Copies	Up to INR 500
	- Bouncing Charges	Up to INR 500
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)	Admin & Doc Fee	Min INR 1000
E)	Customer Service Fee	
	- Document Copies	Up to INR 500
	- Bouncing Charges	Up to INR 500
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)	NACH/ESC bounce charges	Up to 300 Applicable Taxes
C)	Repayment instrument change/ swap charges	Up to 300 Applicable Taxes
E. PERSONAL LOANS – MONEY VIEW		
1	Fee Type	Standard Rate
A)	Loan Processing Fee	0% - 6%
B)	Type of interest rate	Fixed
C)	Foreclosure Charges (The above foreclosure charges are subject to the regulatory requirements and directions prescribed by Reserve Bank of India from time to time.)	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
M)	Cooling period	3 working days (calculated from the date of disbursement of funds into the borrower's bank account)

F. HFS

1. Healthcare Financial Services (HFS) / Equipment		
Fees Type		Standard Rate
		Up to 12 months pre-payment not allowed
A)	Prepayment Fee/Foreclosure charges	<p>12-24 Months- 5% of Principal outstanding + Applicable Taxes</p> <p>Above 24 Months- 4% of Principal outstanding + Applicable Taxes</p> <p>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</p>
B)	Default Interest (on delayed payment)	Default interest will accrue on overdue EMI @ 3.0% (Three percent) per month, compounded monthly
C)	Processing Fees	Up to 3 % of loan amount + applicable taxes
D)	Restructure Fee	Up to 1% of Outstanding Amount (Min INR 1000)
E)	Administrative & Doc Fee	Up to INR 1000
F)	CERSAI Charges (if applicable)	Actual + applicable taxes
G)	Customer Service Fee	
	- Document Copies	Up to INR 1000 +APPLICABLE TAXES
	- Bouncing Charges	Up to INR 3000/per dishonour/per bounce (Incl. Of APPLICABLE TAXES
	- Foreclosure Letter Issuance	Up to INR 500 +APPLICABLE TAXES
	- 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
	- Custodian Fee	INR 500 per month + applicable taxes If original document not collected within 30 days post loan closure
	-Re-pricing charges	Up to 1% of the principal outstanding + applicable taxes
H)	SARFAESI / Arbitration Proceedings / 138 proceedings / etc.	Actual expense + applicable taxes
I)	SARFAESI Notice	INR 5000 + applicable taxes, if any OR actual expense (whichever is higher)
J)	Section 138 Notice	INR 5500 + applicable taxes, if any OR actual expense (whichever is higher)

K)	Asset Verification	INR 750 per asset (if asset is less than 50,000) else INR 1200 per asset. Minimum charge of INR 5000 (whichever is higher)
L)	Misc. Fee	
	Letter of Credit	Up to 1% of value of LC amount
	Issuance of NOC	Up to INR 500
	Issuance of Statement of Account/Amortization schedule	Up to INR 500
	Loan Cancellation Charges	Up to INR 20,000 + applicable taxes if any or processing fees (whichever is higher)