



SONATA FINANCE PRIVATE LIMITED

CODE OF CONDUCT

Introduction- Sonata Finance Private Limited (“Sonata”) is a Micro Finance Company registered as a Non Banking Finance Company- Micro Finance Institution with Reserve Bank of India. Sonata began its micro finance business in January 2006 in Allahabad. Head office of Sonata is located at Lucknow, Uttar Pradesh.

Although Sonata is abided by Unified Code of Conduct set up by Sa-Dhan and Microfinance Institution Network (MFIN) yet Sonata has its own Code of conduct as stated hereunder:

- **Commitment to Business & Social Ethics** - We are committed to conduct business in accordance with the applicable laws, rules and regulations, with highest standards of business practices and ethics.
- **Responsibility & Duties** - We practice high standards of honesty, integrity and ethics, with imbibed responsibility & duties towards protecting interest of Clients & employees.
- **Transparent Practice & Open Policies** – We are open & clear towards our clients with our operational policies & effective costing to clients.
- **Non Discrimination-** We practice & believe in non prejudiced social parameters towards all. I.e.:- no discrimination based upon caste, creed, religion or gender.
- **Credit Worthiness-** we ensure that during acquisition the client is not funded by more than 2 (Two) MFI/Bankers.
- **Avoiding Over Indebtedness** - No single customer during acquisition & otherwise gets net exposure of more than Rs 80,000/- (Eighty Thousand).
- **Coordial Relations & Ethical Collection Practices** -We foresee client as our partners aimed at Social upliftment & management. Further during collection we stick to our social obligation & adhere to RBI & Indian Banking Association, MFIN and Sa-Dhan guidelines.

I.e.:- employee is not allowed to use muscle power or coercive/ unethical means towards collection. Neither Employee is permitted to Visit clients residence at odd hours/time/occasions.

- **Confidentiality & Punctuality** – We ensure safe upkeep of client data & Timely reporting by staffs/employees.
- **Impartial Relations** - Staffs are not permitted to enter into any personal, social or business relations with clients or potential clients.
- **Constructive Competition**- we believe in Transparency, sharing information, towards better inter organisational competition in the business.
- **Feedback & Grievance Handling** – We listen, guide, cooperate our clients & Employees towards a pragmatic solution.
- **Environment Policy** – We believe in lending to environment friendly business & Keeping organizational environment Clean, Pollution free, non hazardous & nature friendly.
- **Governance & Decentralization** – We foresee future & practice decentralized mechanism.