LOAN RECOVERY AND COLLECTION POLICY

OF

KOMAC INVESTMENTS & FINANCE PRIVATE LIMITED (KOMAC)

SUMMARY OF THE POLICY

Document Name	Loan Recovery and Collection Policy
Issue and Effective Date	05/09/2026
Review and adopted	Adopted by the Board on 05/09/2026
Next Review	September 2027
Periodicity of Review	Annual, or earlier if required by changes in RBI Directions
Owner/Contact	Compliance Department
Approver	Board of Directors
Annexures	-

LOAN RECOVERY AND COLLECTION POLICY

1. PREAMBLE

The Board of Directors ("Board") of KOMAC INVESTMENTS & FINANCE PRIVATE LIMITED ("Company" or "KOMAC") has adopted this Policy at its meeting held on September 5, 2026. It sets out the framework for collection of dues and recovery of loans in a fair and lawful manner, in accordance with the Responsible Business Conduct Directions, 2025, the Credit Facilities Directions, 2025 and the RBI instructions on the engagement of recovery agents.

2. SCOPE

This Policy applies to the collection and recovery of all loans of the Company, whether carried out by its employees, its LSPs or recovery agencies engaged by it. It is to be read with the Code of Conduct for Collection and Recovery, the Fair Practices Code and the Digital Lending Policy.

3. PRINCIPLES

- Collection shall be based on courtesy, fair treatment and persuasion. The Company shall not resort to intimidation or harassment of any kind, verbal or physical, against any person.
- The borrower's privacy and dignity shall be respected. Information about the borrower's dues shall not be shared with family members, friends or colleagues.
- The Company remains responsible for the conduct of its employees, LSPs and recovery agents.

4. COLLECTION CHANNELS

All repayments shall be received directly in the Company's bank account, through e-NACH, UPI AutoPay, payment gateway, payment link or bank transfer. Cash collection shall be avoided. If cash is collected, a receipt in the Company's name shall be issued and the cash deposited in the Company's bank account within one working day. Every payment shall be acknowledged to the borrower.

5. PRE-DUE AND OVERDUE COMMUNICATION

Borrowers shall be reminded before the due date and informed promptly of any missed payment. Accounts shall be classified as SMA-0, SMA-1, SMA-2 and NPA as part of the day-end process, as per the Credit Policy.

Before information on a default or days past due is reported to a Credit Information Company, the borrower shall be sent an alert by SMS or e-mail, as required by para 34(1)(i) of the Credit Information Reporting Directions, 2025.

6. RECOVERY AGENTS

Recovery agents and agencies shall be engaged only after due diligence, including verification of antecedents and police verification of agents, and under a written agreement.

Every agent shall complete the training prescribed by the Company, and the certification prescribed by the RBI or the Indian Institute of Banking and Finance where applicable, before undertaking recovery. Each agent shall sign an undertaking to abide by the Code of Conduct.

The KFS shall name the LSP or agency authorised to act as recovery agent. When an account is assigned to a recovery agent, or the agent is changed, the borrower shall be informed of the agent's name and contact details by SMS or e-mail before the agent contacts the borrower. Agents shall carry an identity card and an authorisation letter from the Company.

Borrowers shall be contacted only between 8:00 a.m. and 7:00 p.m., at the place of their choice or, failing that, at their residence or place of business. Calls shall be recorded where possible, and inappropriate occasions such as bereavement shall be avoided.

7. LEGAL RECOVERY AND SETTLEMENT

Legal action shall be initiated only after reasonable notice to the borrower and in accordance with the loan agreement and applicable law. Compromise settlements and technical write-offs shall be undertaken only in accordance with the Policy on Compromise Settlement and Technical Write-off.

8. COMPLAINTS AGAINST RECOVERY AGENTS

Complaints about the conduct of recovery agents shall be handled under the Grievance Redressal Policy. Where a complaint is substantiated, the Company shall take action against the agent, which may include suspension or termination of the engagement.

9. MONITORING AND REPORTING

Collection efficiency, the bucket-wise movement of accounts and complaints against recovery agents shall be reviewed monthly by the Directors and quarterly by the Risk Management Committee and the Board. The performance of each recovery agency shall be reviewed at least once a year.

10. REVIEW

This Policy shall be reviewed by the Board at least once a year, and earlier whenever required by a change in the RBI Directions or the Company's business. Any change in the RBI Directions shall apply from its effective date, even before this Policy is amended.

This Policy has been approved by the Board of Directors of the Company at its meeting held on September 5, 2026.