

**QGO FINANCE LIMITED**  
**(CONSUMER EDUCATION LITERATURE)**



## 1. PREFACE

Pursuant to the Reserve Bank of India (RBI) guidelines on Prudential norms on Income Recognition, Asset classification and provisioning pertaining to Advances (IRACP norms) dated November 12, 2021 and Reserve Bank of India (Non-Banking Financial Company – Scale Based Regulation) Directions, 2023 dated October 19, 2023 the RBI has clarified the concepts of Overdue dates and Special Mention Account (SMA) / Non Performing Asset (NPA) classification and up gradation of accounts, as mentioned below, to ensure uniformity across all lending institutions.

With a view to increase awareness amongst the borrowers, consumer education literature has been placed by explaining the concepts of Overdue, Special Mention Account (SMA), Nonperforming Asset (NPA) classification and Up gradation to Standard asset. The examples quoted in the document are illustrative and not exhaustive in nature and relate to general scenarios. The guidelines and clarifications issued by the RBI will prevail for implementation and may be amended from time to time by the RBI.

QGO Finance Limited (QGO or “the Company”), is registered with the Reserve Bank of India (RBI) as a non-deposit taking, Base layer Non-Banking Financial Company (NBFC-BL) and will follow the abovementioned norms.

## 2. CONSUMER EDUCATION LITERATURE

### a. Overdue and date of overdue:

Any amount due to the Company under any credit facility shall be treated as overdue if it is not paid on the due date fixed by the Company. Borrower accounts shall be flagged as overdue by the Company as a part of the day- end process for the due date and date of overdue shall be calendar date for which the day-end process is run. Example: If the due date of a loan account is March 31, 2024 and full dues are not received before the Company runs the day-end process for this date, the date of overdue shall be March 31, 2024.

### b. Classification as Special Mention Account (SMA):

- Classification of the borrower accounts as SMA shall be done as part of day-end process for the relevant date and the SMA classification date shall be the calendar date for which the day-end process is run.
- **The basis for classification of SMA categories shall be as follows:**

<b>Classification Categories</b>	<b>Basis for classification - Principal or interest payment or any other amount wholly or partly overdue</b>
SMA - 0	Up to 30 days
SMA - 1	More than 30 days and up to 60 days
SMA - 2	More than 60 days and up to 90 days

**c. Classification as Non-Performing Asset (NPA):**

- Classification of the borrower accounts as NPA shall be done as part of day-end process for the relevant date and the NPA classification date shall be the calendar date for which the day-end process is run.
  
- **NPA means:**
  - an asset, in respect of which, interest has remained overdue for such period as may be prescribed by RBI from time to time;
  - a term loan inclusive of unpaid interest, when the instalment is overdue for such period as may be prescribed by RBI from time to time;
  - a demand or call loan, which remained overdue for such period as may be prescribed by RBI from time to time;
  - a bill which remains overdue for such period as may be prescribed by RBI from time to time;
  - the interest in respect of a debt or the income on receivables under the head other current assets' in the nature of short-term loans/advances, which facility remained overdue for such period as may be prescribed by RBI from time to time;
  - any dues on account of sale of assets or services rendered or reimbursement of expenses incurred, which remained overdue for such period as may be prescribed by RBI from time to time;
  - the lease rental and hire purchase instalment, which has become overdue for such period as may be prescribed by RBI from time to time;
  - in respect of loans, advances and other credit facilities (including bills purchased and discounted), the balance outstanding under the credit facilities (including accrued interest) made available to the same borrower/beneficiary when any of the above credit facilities becomes nonperforming asset.
  
- **Example:** If the due date of a loan Account is March 31, 2024 and if it continuous to remain overdue till June 29, 2024, then the borrower account will be classified as NPA as on June 29, 2024 upon running day-end process on June 29, 2024.

**d. Upgradation of accounts classified as NPA:**

- In all cases except special restructuring cases, loan accounts classified as NPAs may be upgraded as 'standard' asset only if entire arrears of interest and principal are paid by the borrower.
- In case if the borrower is having more than one credit facilities, the loan account will be upgraded from NPA to standard category only when entire principal and interest outstanding amount pertaining to all credit facilities is paid by the borrower.
- No delinquency should be present in any of the credit facilities availed by the borrower from the Company.

**e. Whom can I contact in case of queries?**

- For any account classification related queries, kindly write to [urmi.joiser@qgofl.com](mailto:urmi.joiser@qgofl.com).