



## Utkarsh Small Finance Bank

### Fintech Partners of Utkarsh Small Finance Bank

Details of Fintech Partners			
Sr. No.	Name and Address	Operating State	Product Offered
1	SI CREVA CAPITAL SERVICES PRIVATE LIMITED, 10th, Office Unit No 2,3 and 4, Tower 4, Equinox Business Park, LBS Marg, Kurla West, Mumbai, Mumbai Suburban, Maharashtra, 400070	PAN India	Personal Loans
<b>Lending Service Provider( LSP):</b> An agent of a RE (including another RE) who carries out one or more of RE's digital lending functions, or part thereof, in customer acquisition, services incidental to underwriting and pricing, servicing, monitoring, recovery of specific loan or loan portfolio on behalf of RE in conformity with extant outsourcing guidelines issued by the Reserve Bank		SI CREVA CAPITAL SERVICES PRIVATE LIMITED	
<b>Digital Lending Apps/ Platforms ( DLA):</b> Mobile and/or web-based applications, on a standalone basis or as a part of suite of functions of an application with user interface that facilitate digital lending services		OnEMI Technology Solutions Private Limited (DLA of LSP)	
SI CREVA CAPITAL SERVICES PRIVATE LIMITED is Business Correspondent ( LSP) of Utkarsh Small Finance Bank Ltd and it scope of work includes services of a LSP as per RBI ( Digital Lending ) Directions 2025 following key functions are taken up SI CREVA CAPITAL SERVICES PRIVATE LIMITED			
1. Sourcing Loan application of customer interested for personal loan. 2. Collection of KYC docs and Income documents for prospective customer. 3.Recommendation of Loan cases to Bank Credit Team. 4.Loan documentation as per Bank approved document checklist. 5. Resolution of queries raised by Bank Credit and Ops. 6. Maintenance of all transactional record important for servicing of loans, payment made and received from customer. 7. Ensuring Collection of Bounce EMI.8. Update USFB on customer Grievance and redressal in discussion with Bank customer service Etc. 8 SI CREVA CAPITAL SERVICES PRIVATE Ltd. is also managing collections and recovery for the Bank .			

Details of product offered through partner		
Product Name	Small Ticket Personal Loan	
Minimum Loan Amount	₹100000	
Maximum Loan Amount	₹ 500000	
Tenor	12 Months to 24 Months	
ROI	18 % to 25% per annum	
PF	Up to 5% Plus GST	
Penal Charge	2% per month on the overdue amount for overdue period.	
NACH Bounce Charge	NACH Bounce charges 500/- per bounce inclusive of GST	
Prepayment Charges	Duration	Foreclosure
	0-6 months	Not Allowed
	7 to 12 months	Up to 6% of the O/s principal Amount
	> 12 months	Up to 4% of the O/s principal Amount
Part Payment	Part Payment Not Allowed.	
Customer Segment	Salaried Customers (Salary of INR 25000 per month. Cash Salary not to be considered)	
Minimum CIBIL Score	>=700	
Documents Required	KYC	
Nationality	Indian Resident	
Minimum Age	24	
Maximum Age	59 at the time of loan maturity	
Salary	Salary of INR 25000 per month. Cash Salary not to be considered	
Cooling Period	3 days	
KYC	Video KYC or CKYC Mandatory.	

<b>Documents</b>	KYC documents, Physical Verification of customer residence if required ,any other documents or declaration as required by bank .
<b>Recovery Mechanism</b>	
<ul style="list-style-type: none"> <li>NACH mandatory for all loans - E-NACH or Physical NACH. NACH to be presented on the EMI Date to collect EMI payment for the month.</li> <li>Reminders to be sent to the customers for EMI debits, before the due date. Alternate links to be sent to customers whose NACH registration is pending.</li> <li>In case the cheque bounces, bot calling to be done to the customers for reminding and assisting customers for making the payment.</li> <li>Post bot calling, the customer to be called by the tele-calling team to remind and assist the customers for payment.</li> <li>If the customers still fail to pay, the case is passed to the field team who reach out to the customers for payment.</li> </ul>	
Details of Grievance Redressal Officer - Digital Lending Utkarsh Small Finance Bank	
<b>Name</b>	Naveen Kumar Mishra
<b>Contact Number</b>	+91-9151700675
<b>Email Id</b>	<a href="mailto:nodalofficer.digi@utkarsh.bank">nodalofficer.digi@utkarsh.bank</a>
<b>Address</b>	S-24/1-2 Ground Floor Mahavir Nagar, Orderly Bazar, Near Mahavir Mandir Varanasi, Uttar Pradesh, India, PIN - 221002
<b>Quick Links</b>	
<b>Customer Care Toll-Free Number</b>	1800 123 9878 / 1800 208 1788
<b>Customer Care Email ID</b>	<a href="mailto:customercare@utkarsh.bank">customercare@utkarsh.bank</a>
<b>Help and Support</b>	<a href="https://www.utkarsh.bank/help-and-support">https://www.utkarsh.bank/help-and-support</a>
<b>Privacy Policy</b>	<a href="https://www.utkarsh.bank/uploads/pdf/our-policy/template_ten/Data_Privacy_Policy.pdf">https://www.utkarsh.bank/uploads/pdf/our-policy/template_ten/Data_Privacy_Policy.pdf</a>
<b>RBI Sachet Portal</b>	<a href="https://sachet.rbi.org.in/">https://sachet.rbi.org.in/</a>
<b>RBI CMS Portal</b>	<a href="https://cms.rbi.org.in/cms/indexpage.html#eng">https://cms.rbi.org.in/cms/indexpage.html#eng</a>
<b>Comprehensive Notice Board</b>	<a href="https://www.utkarsh.bank/comprehensive-notice-board">https://www.utkarsh.bank/comprehensive-notice-board</a>

