

AMRIT MALWA CAPITAL LIMITED

CUSTOMER AWARENESS NOTE ON CLASSIFICATION AS SPECIAL MENTION ACCOUNT (SMA) AND NON-PERFORMING ASSET (NPA)

Amrit Malwa Capital Limited (“the Company”) hereby informs all its valued customers that, in line with the *Prudential Norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances – Clarifications* issued by the **Reserve Bank of India (RBI)** vide circular dated **November 12, 2021 (Circular No. RBI/2021-22/125 DOR.STR.REC.68/21.04.048/2021-22)**, the Company shall recognize any early signs of stress in borrower accounts **immediately upon default** by classifying such accounts as *Special Mention Accounts (SMA)* or *Non-Performing Assets (NPA)* as per the following criteria:

1. Basis of Classification

“**Date of Overdue**” means the date on which a borrower’s account becomes overdue as part of the Company’s **day-end process**.

Example:

If the EMI due date is **15-Mar-2025** and full payment is not received before the Company runs its day-end process for that date, classification shall be as under:

Status	Days Past Due (DPD)	Classification
EMI overdue on 15-Mar-2025	Up to 30 days	SMA-0
EMI remains overdue till 14-Apr-2025	31–60 days	SMA-1
EMI remains overdue till 14-May-2025	61–90 days	SMA-2
EMI remains overdue till 13-Jun-2025	More than 90 days	NPA

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2. Upgradation of NPA Accounts

Loan accounts classified as **NPA** shall be upgraded to *Standard Asset* **only when the borrower repays all arrears of principal and interest in full.**

Illustration:

Particulars	Scenario 1	Scenario 2
EMI Amount	₹5,000	₹5,000
Overdue EMIs	₹15,000	₹15,000
Payment Received	₹5,000	₹15,000
Balance Overdue	₹10,000	NIL
Classification	The account will continue to be reported as NPA till full overdue cleared	Standard

Reference: RBI Circular No. **RBI/2021-22/158 DOR.STR.REC.85/21.04.048/2021-22** dated **February 15, 2022**, applicable from **October 01, 2022**.

3. Additional Regulatory Provisions

i. **Reporting Basis:** NPA reporting will be done on the basis of **Days Past Due (DPD)** for each borrower account.

ii. **Multiple Loans:** In cases where a borrower has multiple loans with Amrit Malwa Capital Limited, **all loan accounts** will be upgraded to *Standard* **only after repayment of all overdue interest and principal across all accounts.**

iii. **Credit Bureau Reporting:** Classification of an account as *NPA* will be reported to credit bureaus and may **adversely affect the borrower's credit score and future loan eligibility.**

iv. **Customer Advisory:** Borrowers are strongly advised to ensure timely EMI payments as per the loan repayment schedule to avoid additional charges, maintain a healthy credit profile, and remain eligible for top-up offers.

4. Payment Facility

Borrowers are encouraged to make their EMI payments promptly through the Company's **online customer portal or authorized collection channels** for ease, convenience, and faster credit.

Amrit Malwa Capital Limited remains committed to transparent communication and responsible lending practices in compliance with the directions issued by the Reserve Bank of India.

For any queries or assistance, borrowers may contact:

Customer Care: 0181-5036000

Website: www.amritmalwacapital.com

Email: grievances@amritmalwacapital.com

Approved by the Board of Directors of Amrit Malwa Capital Limited on 01 April 2026.



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