

FAQs – To help you better understand

About Ardent Capital Private Limited – ACPL?

Ardent Capital Private Limited – ACPL is a Financial Services Company based in India and registered with Reserve Bank of India as a NON – Deposit taking Non-Banking Finance Company – ND-NBFC.

What can I get from ACPL?

The company mainly caters the needs of the customers especially Business Community to overcome and meet the urgent need of funds and keep your process running smooth.

The company has wide range of products – Short Term Loans, Long Term Loans, Vehicle Loans, Home Loans, Distribution and Servicing of Third Party Products like Insurance etc.

How can I approach ACPL?

You can email your enquiry, need and queries to customercare@ardentcapital.in or speak to our customer care executive at 8220433381 any time between 9.30 a.m. and 5.30 p.m. on working days.

What Documents need to be produced during Application for a Loan?

The documents to be given by you as a minimum requirement along with application in the prescribed form available in the download section of our website, clearly mention the details asked and attach all the proofs, documents required to support the data given along with the clear purpose of the facility you are looking for with ACPL.

The requirement of additional documents may vary on case-to-case basis.

The completed set of documents shall be handed over to the, executive of our Company or nearest Branch or sent to the Registered Office of ACPL – with marking “NEW LOAN APPLICATION” on the cover.

How long I have to wait for loan sanction?

On receiving your loan application, the team will process the same and may ask for additional documents and papers / proofs as it may deem fit. On satisfaction our executive(s) will visit your place and verify the papers submitted etc. Normally the time taken to complete the process is 5 to 7 days and it may extend depending on the time taken to get the papers, scrutinizing, vetting, legal opinion etc.

However, the Principal approval shall be given within 7 working days subject to decision arrived on the pending items mentioned above. This shall be given by email or letter

On successful completion of the screening process a detailed Sanction letter will be given to the customer mentioning the time limit within which the said offer is valid and the customer has to avail the loan.

What is the process after Sanction?

The customer has to complete the Loan Documentation formalities as given in the Sanction letter subject to decision of ACPL. After due verification of the same the loan amount will be transferred to the Borrower's Bank Account given in the Application. The amount so transferred will be net of charges if any due, processing fees and other expenses as intimated to the borrower.

A detailed schedule of repayment, Agreement copies, rules and regulations binding the loan facility will be given to the borrower for due compliance.



What does the term cost / charges mean to me?

The word cost occurring in any place shall normally include but not limited to expenses / cost incurred by ACPL viz. to visit the customer, verification, vetting, certification, legal opinion, documentation, stamping, fees paid to others like – Advocates, Govt. Offices, etc., Lien creation, cheque bounce, Pre-payment / closure, delay payment interest, issue of duplicate documents, Statement of Accounts, changing of repayment schedule, swapping of repayment modes / bank, Insurance premium, etc.

What does the term Overdue Charges / Additional Interest mean to me?

The term Overdue Charges refer to the interest charged for the delay in payment of your Interest or EMI i.e. the number of days between the scheduled day of payment and actual payment received / credited to ACPL's Bank account. This is calculated at the rate specified in the Sanction letter and calculated on the amount payable on such due date.

However, for interest payments a 5-day grace period from end of the previous month i.e. payment should be received on or before 5th of every subsequent calendar month in which the amount became due.

For EMI payments a 3-day grace period from the due date. is allowed to man over with holidays etc. Kindly note the if the payments are received in a later date above the grace period on what so ever reason the grace period will be waived and actual delayed days as above will be taken of calculation of Overdue Charges.

Additional Interest is the one which is the difference in loan issue date and corresponding EMI start date when there is postponement in the EMI start date. E.g. if loan issue date is 10th of October the monthly first EMI start date will be 10th of November, when a borrower requests for EMI start date to be 20th of November the days in difference between these 2 will be charged at the agreed rate of interest for the loan.

How does number of days for Interest mean to me?

The number of days in the actual number of days between loan issue / last interest calculated date i.e. normally the previous month end (inclusive of loan issue date). Please note that on repayment of Principal or EMI the credit to ACPL's Bank account should have been effected before 12.00 noon – otherwise the payment will be considered as received the next day and interest / delay charges will be applied inclusive of that day also.

What is the process for Loan against Property and Housing Loans?

On receiving the Loan Sanction letter, the Borrower shall submit all the original documents related to the property concerned and arrange for registering the Memorandum of Deposit of Title Deeds – MODTD in the Registrar Office of the Jurisdiction concerned at his own expenses as per the format given / approved by ACPL and in the presence of ACPL authorised person.

This part of the Documentation mentioned above.

On complete settlement of balances outstanding to the loan and closure of the same the said MODTD shall be cancelled at the above office by the authorized person of ACPL and all related expenses shall be borne by the borrower. This is more fully given in the loan agreement.

What is the process for Vehicle Loans?

On receiving the Loan Sanction letter, the Borrower shall submit the original RC Book, Permit, Comprehensive Insurance, Pollution Certificate, etc. along with the duly signed forms necessary for

making Lien mark in the records of the vehicle at the RTO of the Jurisdiction concerned – through the authorised person of ACPL.

On complete settlement of balances outstanding to the loan and closure of the same the said Lien shall be cancelled at the above office by the borrower and such forms will be issued by ACPL.

The cost of all the above shall be borne by the borrower.

Who will possess the original document of the assets offered for security?

The original title document will be held under custody of ACPL during the currency of the loan. If needed for any verification purposes the authorised person of ACPL will produce to the competent authority and the costs of the same shall be borne by the borrower.

How can I repay the Loan to – ACPL?

You can choose the various repayment options matching your cash flows and financial planning, The options available are weekly, bi-weekly, monthly remittance – subject to the loan product and decision of ACPL.

You can choose to pay monthly interest and principal as agreed upon your convenience slots or EMI mode which suits you better.

How and where to repay the Dues?

You can pay the Interest / Principal / EMI amount by Cash (*if payment amount is less than Rs.20,000.00*) / Demand Draft / Electronic Transfer / NACH or Cheque at the nearest branch referring your loan agreement number and name of the Borrower clearly. We request you to mandatorily collect your receipts for any payment made at the branch or with ACPL collection executive / ACPL authorized collection agency. In case of cheque dishonor, the said amount can be paid at nearest branches along with the Outstanding Dues & Bounce dishonor charges or ACPL's collection executive shall visit you and collect the payment along with the outstanding charges if any based on your request. Kindly note that the payments through credit card shall not be entertained under any circumstances.

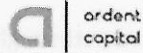
What is the Procedure for changing Bank Account / Repayment Mode?

If a borrower wishes to change the Bank Account fresh set of PDC / ECS / NACH mandate, similarly for changing repayment mode swapping form (available in the download section) for the remaining installments, can be submitted to the nearest branch, alternatively it can be collected by ACPL executive at customer place on intimation. The same procedure is applicable for swapping of bank accounts for amount payment where your repayment mode remains unchanged. This service is charged as detailed under schedule of charges. Please note that the swap will take up to 30 working days subject to respective Banks approval if any, from the date of receipt of fresh instruments until then, the existing cheques will remain in operation for the EMI clearance.

What is the Procedure for changing Address and Contact Details?

As a NBFC abiding by the Fair Practices Code guidelines issued by the RBI, we are obliged to maintain and communicate certain information to you and governing authorities during the tenure of the loan which is strictly confidential. Your association with us through phone / letter or e-mail is really significant. Please contact us at local Branch/Head office with due address proofs like your Aadhar Card, Driving License, Pan Card, Voter's ID, Passport etc. and give your request in the prescribed form / request letter to enable us to do the needful whenever there is a change in the address,





ARDENT CAPITAL PRIVATE LIMITED

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CIN - U65999TN2021PTC143375
Email: customercare@ardentcapital.in
Mobile No.: 8220433381

contact details last given by you, alternatively you can submit to the registered office of ACPL by registered post. You will be communicated once the changes have been made and approved.

Whether my details will be safe?

As a NBFC abiding the rules and guidelines applicable from time-to-time ACPL has regulatory obligations to report to various authorities like CKYC, CERSAI, Credit Information Companies, RBI, FIU India, etc. the details of borrowers, loan status, etc.

Apart from the above the same shall be shared with the partners of the specified products and assignees wherever applicable.

How do I close the loan with ACPL?

Please contact the nearest Branch for details regarding closure of your Loan with us or you may approach the customer care by phone or email. On receipt of your request, you will be intimated with the outstanding balance amount to be paid by you if any and other instructions as applicable within 5 working days.

How do I get back the NOC and other Documents related to my loan?

You can approach us for an NOC if your last installment cheque or last overdue or preclosure amount has been paid and cleared in your bank account and if you do not have any other loan against the same security.

In case of closure of Loan, including Pre-closure unused SPDC's will be returned along with NOC / Loan Closure Letter. In the event, the customer fails to collect the unused SPDCs / PDCs within 60 days, company will destroy the unused cheques without intimation to the customer.

Kindly note that all the documents submitted by you for the purpose of availing the loan facility with ACPL are property of the company and will be duly cancelled and preserved for statutory purposes until necessary time as per laws applicable.

The borrower will be given Closure Letter informing that the particular loan account is closed and NOC if any applicable.

Can I get Duplicate NOC / Closure Letter?

In case of NOC loss or expired, you may obtain a duplicate NOC with payment of Rs.500 via Cash with our nearest branch along with copy of Registration certificate & Indemnity bond if the validity date of the lost NOC hasn't expired. This is applicable only if you do not have any other loan against the same vehicle.

For any other types of NOC (Permit change, Renewal, Engine & chassis change etc) you can raise a request by submitting a written request letter duly signed, supported by valid proofs (RC copy, engine & chassis invoice copy, etc.), for the same with the nearest branch. If you have NIL outstanding amount in your account, you can get the Permit Letter from your nearest branch.

Similar procedure is applicable for obtaining duplicate Loan Closure Letter and SOA.

What is the procedure for TDS and GST refund?

For TDS refund, please contact us with your original Form 16 A and e-filing confirmation. Please do also intimate us upfront in case you are claiming TDS refund for multiple accounts. We will check the details and update you on the refund possibility and status. Also please do note that over dues, if any, will be adjusted in your TDS refund amount.

For GST deducted from our end proper invoices will be raised and sent the customers. In case if the same does not reflect in your GST account within corresponding month end please write to us or email at customercare@ardentcapital.in or approach the nearest branch.

Any other refund requests can be raised with the copy of your bank statement validating the clearance of your final payment to us from your bank account with any of the above modes.

Can I get Interest Certificate and Statements?

Please do get in touch with the local branch / customer care at 8220433381 or email at customercare@ardentcapital.in who shall provide the Interest certificate & other statements required (Charges applicable for Duplicate copies).

Can I give my Feed Back and Suggestions?

We value your feedback. You can either call our customer care at 8220433381 or write to us at customercare@ardentcapital.in or write your feedback and suggestions in the **Complaint and Suggestion Register** in all our Offices.

How can I get my difficulty sorted out / raise a complaint?

We care for you and complaints if any can be raised as per the grievance procedure given in the website of ACPL or call our customer care at 8220433381 during office working hours or write to us at customercare@ardentcapital.in

