

April 10, 2020

Fighting COVID-19 pandemic

De Lage Landen Financial Services India Private Limited (“DLL” or the “Company”) stands with the Government of India and Reserve Bank of India (“RBI”) in combating financial ill effects of the COVID-19 pandemic on our customers throughout the length and breadth of India. DLL wishes to implement RBI’s circular dated March 27, 2020 announcing a COVID-19 regulatory package through the following Policy prescription:

Eligible customers: Benefits of this Policy are available to all our term loan customers with a few exceptions viz. customers in respect of whom there is ongoing litigation and/or those that are considered to be involved in fraud, and customers in default whose asset collateral has been repossessed by the Company.

Moratorium offered: A moratorium will be available for all unpaid repayment installments falling due between March 1, 2020 and May 31, 2020. These unpaid installments will be payable at the end of the loan term together with interest at the contractual rate.

Consent for availing moratorium: Moratorium would be automatically offered to all eligible tractor loan customers, Healthcare customers who have availed *Fast Track* term loan product and other customers whose outstanding loan principal is less than Rs. One crore. Customers who do not wish to avail of the automatically offered moratorium would need to convey their intent to the Company via SMS or through other channels and in the manner as advised to them.

All other eligible customers whose outstanding loan principal is Rs. One crore or more, and who wish to avail of the moratorium must request the Company by emailing to mayihelpyou@dllgroup.com.

Asset classification and reporting: The specific unpaid repayment installments falling due between March 1, 2020 and May 31, 2020 for which eligible customers have availed this moratorium would not suffer from an asset classification downgrade as per RBI’s provisioning norms, nor be reported as a default to the various credit bureaus or credit information companies.

The Policy would be disseminated within the organization along with clear implementation instructions to relevant staff members. DLL’s Board of Directors or its delegates are empowered to consider any exceptions to, or dispensations from this Policy.

Registered Office

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DLL (De Lage Landen) has offices in more than 30 countries throughout Europe, North America, South America, Australia and Asia. The company is part of the Rabobank Group.