

# **DHARA MOTOR FINANCE LIMITED**

## **KNOW YOUR CUSTOMER POLICY & ANTI-MONEY LAUNDERING MEASURES**

**Policy & Procedures**

**F.Y 2025-26**

Policy reviewed and framed as under:

## **I. PREAMBLE:**

The Reserve Bank of India has been issuing guidelines in regard to Know Your Customer (KYC) standards to be followed by banks and NBFCs and measures to be taken in regard to Anti Money Laundering (AML)/ Combating Financing of Terrorism (CFT). NBFCs are required to put in place a comprehensive policy framework, duly approved by the Board of Directors or competent authority authorized by Board of Directors, in this regard. This policy document has been prepared in line with the RBI guidelines.

## **II. Objectives, Scope and Application of the Policy:**

The primary objective is to prevent the Company from being used, intentionally or unintentionally, by criminal elements for money laundering activities or terrorist financing activities.

- i. To lay down explicit criteria for acceptance of customers,
- ii. To establish procedures to verify the bona-fide identification of individuals/non individuals for opening of accounts,
- iii. To establish processes and procedures to monitor high value transactions and/or transactions of suspicious nature in accounts, and
- iv. To develop measures for conducting due diligence in respect of customers and reporting of such transactions.

## **III. DEFINITION OF CUSTOMER**

For the purpose of **Dhara Motor Finance Limited** KYC policy a ‘Customer’ means a person defined under the KYC policy of RBI and any amendment from time to time by RBI which are at present as under:

“A person or entity that maintains an account and/or has a business relationship with the Company”, One on whose behalf the account is maintained (i.e. the beneficial owner) Beneficiaries of transactions conducted by professional intermediaries such as Stock Brokers, Chartered Accountants, Solicitors etc. as permitted under the law, and Any other person or entity connected with a financial transaction which can pose significant reputation or other risks to the Company, say a wire transfer or issue of high value demand draft as a single transaction.

## **IV. CUSTOMER ACCEPTANCE POLICY (“CAP”)**

Customer Acceptance Policy requires all the customers or potential customers to fill in the Dhara Motor Finance Application Form as attached to capture the relevant data for all categories of customers and provide supporting documents as given in the form as a part of customer identification process / KYC.

## **V. CUSTOMER IDENTIFICATION PROCEDURES (“CIP”)**

Customer identification means identifying the customer and verifying his/her identity by using reliable, independent source documents, data or information. The Company shall obtain sufficient information necessary to verify the identity of each new customer along with brief details of its promoters and management, whether regular or occasional and the purpose of the intended nature of business relationship. The requirement as mentioned herein may be moderated according to the risk perception. For example, In the case of a public specially listed company it will not be necessary to identify all the shareholders.

## **KYC DOCUMENT REQUIREMENTS:**

### **A. Proof of Identity in case of Individual**

One *Self Attested* copy of any one of the following:

- Passport\*
- Photo Pan Card
- Voter's ID
- Driving License\*
- ID card issued by any central/state govt.
- Letter issued by Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number

### **B. Proof of Address in case of Individual**

One *Self Attested* copy of any one of the following:

- Passport \*
- Voter's ID
- Telephone bill (Landline)
- Electricity bill
- Bank Account statement issued by a public sector bank (such statement being not older than one month from the date of application)
- Letter issued by Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number

### **C. Proof of Identity and Principal place of Business in case of non-Individuals**

A certified true copy of **all** the below documents, duly signed and stamped by a Company Secretary or a Director of the applicant company:

- Certificate of Incorporation and Certificate of Commencement of Business (if applicable)
- Memorandum and Articles of Association / Partnership Deed/ Trust Deed etc.
- PAN card
- List of Directors
- Latest shareholding structure
- Resolution of the Board of Directors to open an account and identification of those who have authority to operate the account
- Power of Attorney granted to its managers, officers or employees to transact business on its behalf
- Copy of the telephone bill (landline) of the principal place of business, copy of title deed/rent deed/ledge deed, whichever is applicable.

*\*compulsory in case of non-resident individuals*

If any of the above documents are in any language other than English & Hindi, they must be translated into English along with a certificate from translator / notary public.

**Important:** The Company shall periodically review the risk categorization of loan assets, which shall not be less than once every 6 months. The Company will also periodically update the customer identification data (including photograph/s) after the loan account is opened. The periodicity of such updating shall not be less than once in five years in case of low risk category customers and not less than once in two years in case of high and medium risk categories.

**Monitoring and reporting of Transactions:**

Monitoring of transactions will be conducted taking into consideration the risk profile of the account. The Company shall make endeavours to understand the normal and reasonable activity of the customer so that the transactions that fall outside the regular/pattern of activity can be identified, Special attention will be paid to all complex, unusually large transactions and all unusual patterns, which have no apparent economic or visible lawful purpose.

Background of the customer, country of origin, sources of funds, the type of transactions involved and other risk factors shall determine the extent of monitoring. Higher risk accounts shall be subjected to intensify monitoring. The Company shall carry out the periodic review of risk categorization of transactions/customers and the need for applying enhanced due diligence measures at a periodicity of not less than once in six months.

The Company shall explore the possibility of validating the new accounts opening application with various watch lists available in public domain, including RBI watch list. After due diligence, any transactions of suspicious nature will be duly reported by the principal officer to the Director, of the Financial Intelligence Unit- India (FIU\_IND).

To ensure monitoring and reporting of all transactions and sharing of information as required under the law for KYC, the Board may nominate any Director or authorized CMD or any other officer(s) duly authorized by CMD to be designated as Company's Principal Officer with respect to KYC/ AML/ CFT.

**Principal Officers for KYC/ AML/ CFT:**

Mr. Vineet Kumar shall be the Principal Officer(s) for KYC and will report directly to the Managing Director (Mr. Gajendra Singh) of the Company. The role and responsibilities of the Principal Officer(s) should include overseeing and ensuring overall compliance with regulatory guidelines on KYC/AML/CFT issued from time to time and obligations under the Prevention of Money Laundering Act, 2002, rules and regulations made there under, as amended from time to time.

The collection of data on the borrower side would be the primary responsibility of Project Appraisal Department and the required data as per formats prescribed in this policy shall be collected, irrespective whether the Company is the lead institution or there are other co-financing institutions. To ensure monitoring of the KYC Guidelines laid down by the Company, the borrowers may be requested to resubmit their forms annually or in case there is any change in the structure of entity within 15 days of information of such change.

**Closure of Accounts/Termination of Financing/Business Relationship:**

Where the Company is unable to apply appropriate KYC measures due to non-furnishing of information and/or non-operation by the customer, the Company shall terminate Financing/Business Relationship after issuing due notice to the customer explaining the reasons for taking such a decision. Such decision shall be taken with the approval of Managing Director or Principal Officer.

## **General**

Information collected from the Customer shall be treated as confidential and details thereof are not to be divulged for cross-selling or any other like purposes. The Company shall therefore, ensure that information sought from the customer is relevant to the perceived risk, is not intrusive and is in conformity with the guidelines issued by RBI in this regard. The Company shall ensure that any remittance is effected by way of demand draft, mail/telegraphic transfer or any other mode for any amount is not affected by cheques and not against cash payment.

## **Risk Management:**

All customers would be included under this policy except when scheduled commercial banks and FIs are registered with statutory bodies like RBI, Government Companies or any organization owned or controlled by the Government, they may be exempt from The Company's KYC policy.

Further, **The Company customers will be categorized based on perceived risk, into three categories - A, B & C.** Category C customers include low risk, Category B contains medium risk customers while Category A is high risk customers. None of the entities will be exempted from The Company's KYC procedure, irrespective of the status and relationship with the Company or promoter/s. The above requirement may be moderated according to the risk perception.

1. **High Risk – (Category A):** High risk customers typically include (a) firms with sleeping partners (b) politically exposed persons (PEPs) of foreign origin (c) non face to face to customers and (d) person with dubious reputation as per public information available.
2. **Medium Risk – (Category B):** Medium risk customers will include (a) non – resident customers, (b) high net worth individuals (c) trust, charitable organizations, non govt. Organization (NGO), organizations receiving donations, and companies having closed family shareholding or beneficial ownership.
3. **Low Risk – (Category C):** Low risk individuals (other than high net worth) and entities whose identities and sources of wealth can be easily identified and all other persons not covered under above two categories.

Business Development Manager (Relationship Manager with client company) in the Company shall obtain the required data/documents and other relevant information and credit risk profiles of the existing and new customers and apply various Anti Money Laundering measures keeping in view the risk involved in a transaction.

## **Risk Management Committee (“RMC”):**

The Principal officer may submit the periodic report to RMC if a need arises in case of high risk cases and which may require further guidance from Committee so they can assess the risk involved in the case of different customers on the basis of data collected by the business team. Depending on the requirement, services of an independent consultant having knowledge and background on the subject may be taken. Such issues of categorization shall be kept confidential and shall not be divulged to any third party irrespective of their relationship with the Company at any level of organization.

## **CKYC/KYC for the Existing Accounts:**

While the CKYC/KYC guidelines will apply to all new customers, the same would be applied to the existing customers on the basis of materiality and risk. However, transactions in existing customers would be continuously monitored for any unusual pattern in the operation of the accounts.

As required under the Act and rules, information so collected for existing or new customers shall be properly retained and preserved for each customer. Profile of the customer may be prepared for quick reference as and when required. The information/documents so collected shall be treated as confidential and shall not be divulged for cross selling or for any other purpose.

### **Employee's Training:**

The Company shall have an ongoing employee training programme so that the team members are adequately trained in KYC/ AML/ CFT procedures. Training requirements shall have different focuses for frontline staff, compliance staff and officer/staff dealing with new customers. It is crucial that all those concerned fully understand the rationale behind the KYC policies and implement them.

### **Update in CKYC/KYC Policy of Company**

Managing Director of the Company will be authorized to amend/modify the CKYC/ AML/ CFT Policy or such other related guidance notes of Company, to be in line with RBI or such other statutory authority's requirements/updates/ amendments time to time.

## **MANDATORY DOCUMENTS REQUIRED FOR STARTING A RELATIONSHIP**

### ***Private and Public Limited Companies***

- . Certificate of Incorporation
- . Certificate of commencement of business in case of Public Ltd. Company (not required in case the company is registered prior to Companies Act 1956 or if the company has subsequently become Public Limited from Private Limited)
- . Certified True copy (certified by Company Secretary or Director) of the Memorandum and Articles of Association.
- . List of Directors (certified by Company Secretary or Director)
- . True Copy (certified by Company Secretary or director) of list of signatories.
- . Annual Report for last 3 years of the company
- . Form 60/PAN card
- . Evidence of listing in a stock exchange, if any

### ***Accounts, where third party mandate exists***

- . True notarized copy (with attested signature of POA holder and Managing Director or his authorized signatory) of power of Attorney (POA) Agreement.
- . Reason for granting POA.
- . True Copy (certified by Company Secretary or director) of Identity and address documents of POA holder
- . Signed photograph of POA holder.
- . All other verification documents as applicable for Public/Private limited companies.

### ***Financial Institutions***

- . True copy (certified by Company Secretary or director) of Certificate of Institution's License.
- . True copy (certified by Company Secretary or director) of Certificate of Incorporation.
- . True copy (certified by Company Secretary or director) of Statute or equivalent, stating that the institution is a regulated entity.
- . All other verification documents as applicable for Public/Private limited companies.

### **Acceptable proof of address documents (Any one)**

1. GST Registration certificate
2. Factory Registration certificate
3. Recent (not more than 3 months old) utility bill in the name of the company (Telephone Bill, Electricity Bill, Water Bill, Lease Agreement duly signed by all parties, Rental Agreement duly signed by all parties)
4. Import Export Code.
5. Any other documents issued by Government showing Address.
6. Form INC 22 and ROC receipt filed for recording change of registered address.
7. Form DIR 12 and ROC receipt filed for recording change of Directors.
8. In case of difference in the addresses provided by the company and the address proof, the Business Verification report should be carried out by approved Chartered Accountant and should contain the following:
  - a. Whether there is a signage outside the address that shows the entity's existence at that address.
  - b. What level of business activity is seen at the address?
  - c. How long the entity has been in existence at that address.
  - d. For cases, where the operating/trading address is different from the registered address, office verification will be done by Chartered Accountant, for trading address. Where the registered and trading address is same, no separate proof is required to be provided (Other than the confirmation by the Chartered Accountant/Business)

### **For and on behalf of Board of Directors**

**Gajendra Singh**  
**Managing Director**

**Ghanshyam Singh Chauhan**  
**Whole Time Director**