



Saral Home Finance Limited

(Formerly known as VishwakriyaHousing Finance Limited)

CIN : U74899DL2000PLC104956

Regulated by the National Housing Bank

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CONSUMER EDUCATION LITERATURE – SMA AND NPA CLASSIFICATION

1. CONSUMER AWARENESS

In terms of Para 8A.6 of Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 on Clarifications on Consumer Education on SMA/ NPA, below is the detailed writeup on date of overdue, SMA and NPA classification and upgradation of NPA and day end process for calculation of the same.

2. OVERDUE AND DATE OF OVERDUE

Any amount due to the Saral Home Finance Limited (SHFL) under any credit facility shall be treated as overdue if it is not paid on the due date. Borrower accounts shall be flagged as an overdue account by the Company as part of the day-end process for the due date, and the date of overdue shall be the calendar date for which the day-end process is run.

Example: If the due date of a loan account for making repayment is March 31, 2024, and full dues are not received before the Company runs the day-end process for this date, the date of overdue shall be March 31, 2024.

3. CLASSIFICATION AS SPECIAL MENTION ACCOUNT (SMA)

Classification of the borrower account as SMA shall be done as part of day-end process for the relevant date and the SMA classification date shall be the calendar date for which the day- end process is run. The basis for classification of SMA categories shall be as follows:

SAM Sub-categories	Basis for classification – principal or interest payment or any other amount wholly or partly overdue
SMA-O	Upto 30 days
SMA – 1	More than 30 days and upto 60 days
SMA – 2	More than 60 days and upto 90 days

Example: If due date of a loan account is March 31, 2024, and full dues are not received before the lending institution runs the day-end process for this date, the date of overdue shall be March 31, 2024. If it continues to remain overdue, then this account shall get tagged as SMA-1 upon running day-end process on April 30, 2024 i.e. upon completion of 30 days of being continuously overdue. Accordingly, the date of SMA-1 classification for that account shall be April 30, 2024.

Similarly, if the account continues to remain overdue, it shall get tagged as SMA-2 upon running day-end process on May 30, 2024 and if continues to remain overdue further, it shall get classified as NPA upon running day-end process on June 29, 2024

4. CLASSIFICATION AS NON-PERFORMING ASSET (NPA)

A Non-Performing Asset (NPA) is a loan where interest and/or instalment of principal remains overdue for a period of more than 90 days in respect of a term loan.

Classification of borrower accounts as NPA shall be done as part of day-end process for the relevant date and NPA classification date shall be the calendar date for which the day-end process is run. In addition, borrower-wise NPA classification will be done as per the extant guidelines – i.e. in case a loan of a borrower is classified as NPA, any other loans extended to the same borrower will also be classified as NPA, irrespective of the SMA-classification for those other loans.

5. IMPACT OF SMA CLASSIFICATION ON CIBIL/ CREDIT REPORT

Any delinquency in the loan account as mentioned above is reported to Credit Information Companies and consequently, the credit score of the customer may get impacted.

6. UPGRADATION

Upgradation of accounts classified as NPAs, loan account once classified as NPA can be upgraded as Standard only after entire arrears of Principal, Interest, and any other amount outstanding and due are paid by the borrower.