



## **IDFC Bank**

### **Policy for lending to Micro, Small & Medium Enterprises (MSMEs)**

#### **Introduction**

The MSME sector has emerged as a highly vibrant and dynamic sector of the Indian economy over the last five decades. MSMEs not only play crucial role in providing large employment opportunities at comparatively lower capital cost than large industries but also help in industrialization of rural & backward areas, thereby reducing regional imbalances, assuring more equitable distribution of national income and wealth. MSMEs are complementary to large industries as ancillary units and this sector contributes enormously to the socio-economic development of the country.

Building a diversified and granular MSME loan portfolio is a key strategic goal for IDFC Bank and various policies and processes have been built in order to effectively address the credit requirement of MSME customers.

#### **Bank structure and locations**

The Bank caters to MSME lending through various verticals depending on the profile of the customers. Internally, Business Banking, Consumer Assets, Commercial Banking and Rural Banking teams lend to MSMEs falling under their respective target segments. Accounts are sourced primarily through Relationship Managers who are supported by dedicated Credit and Operations teams to ensure smooth customer on-boarding and early credit delivery.

Currently, the Bank operates through Branches and regional offices located in Urban as well as Rural locations. As the Bank's distribution increases to other locations, MSME lending solutions shall be offered in these locations also.

#### **Products offered**

We offer the following loan short term and long term credit products to MSME borrowers.

- Cash Credit/ Overdraft
- Drop line Overdraft



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- Term Loan
- Bill Discounting
- Import/ Export finance
- Letter of Credit
- Bank Guarantee
- Forward/ Option
- Stand-by Letter of Credit

The Bank offers the above credit products to MSMEs through programs that have been designed keeping in mind the characteristics of MSME borrowers and their requirements. Generally, for loans ranging up to Rs. 5.00 crs, the Bank offers credit facilities under these programs that have a defined eligibility and credit selection criteria, leading to early credit delivery TAT. For higher loan requirements, the Bank conducts a detailed credit appraisal in line with the approved credit policy norms.

### **Loan application**

Loan application form / customer request / customer information is obtained from borrowers indicating their loan requirement and providing certain basic details. An acknowledgement to the loan application form is provided that contains a running serial number on the application form as well as on the acknowledgement receipt. Checklist of documents required for loan processing is also provided to the customer. Once a loan application is made, the credit appraisal process is aided by technology and the underwriting happens through a loan origination system. Timelines for decisioning on loan applications are in line with the guidelines prescribed by BCSBI<sup>1</sup>. Further said timelines is also displayed on our Bank's website.

On submission of loan application, the customer can get in touch with Relationship Manager to understand status of the same.

### **Assessment of loan requirement and Review of Limits**

The working capital requirement of the MSMEs is assessed through the appropriate method of assessment, in line with our board approved credit guidelines. Depending on various factors (such as loan amount, working capital cycle, activity, etc.) the appropriate method

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<sup>1</sup> As guided by BCSBI, Banks are advised to decision on loan applications with a credit limit of up to Rs. 5 Lakhs within two weeks, credit limit above Rs. 5 Lakhs and up to Rs. 25 Lakhs within 3 weeks and credit limit above Rs. 25 Lakhs within 6 weeks from date of receipt of loan application complete in all respects and will be following said guidelines.



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of lending is used for arriving at the eligibility of the borrower. For Term Loans, the assessment is generally based on the cash accruals over the tenure of the loan. Further Term Loan are assessed basis overall project cost including contingencies if any, which takes care of unexpected expenses due to unforeseen reasons such as cost overrun and escalation. For specific products (such as Bill discounting, LC, BG, etc), the assessment is done as per the requirement of the enterprise and the operating cycle.

Various documents from the borrower such as audited/ provisional financials, sales achieved till date, projected financials for the next financial year, etc are considered while assessing the loan requirement. Limits may also be enhanced during the year to meet increased working capital requirements of MSMEs based on information such as interim financials, sales performance / profitability estimate in current financial year, etc

Bank also sanctions TOD/ Adhoc limits in order to cater to sudden funding requirement of MSME customers. These limits are usually sanctioned to meet peak season requirement or any unforeseen credit requirement.

### **Pricing and Fees**

The applicable pricing is conveyed transparently through a sanction letter that contains various terms of sanction including the commercials. Typically, the pricing that is charged to the borrower depends on a variety of factors (including risk profile determined through a scoring/ rating, business model, security offered, loan amount and market reference). Depending on these factors and based on discussions with the borrower, the applicable pricing is arrived at and conveyed through the sanction letter.

### **Security**

A wide range of securities can be offered by customers in order to avail loans from IDFC Bank. Where appropriate, Bank also lends against primary security (such as Fixed Assets/ Receivables) to fund the credit requirement of MSMEs in line with approved credit manual. We also accept collateral security in the form of residential, commercial, industrial, demarcated open land and liquid securities.

We shall be providing credit facilities against cover provided by CGTMSE up to a limit of Rs. 1 cr. In line with regulatory guidelines, we do not obtain collateral security for loans up to Rs. 10 Lakhs.



### **Basic customer selection criteria**

In order to deal with large volume of loan applications, the Bank has board approved eligibility and credit decisioning criteria for each business segment which ensure consistency in terms of nature of customers on-boarded. While each customer's credit requirement is unique and appraised by taking into account the information available, the following parameters play a role during the credit appraisal stage:

- Satisfactory promoter, business, industry and financial analysis or internal scoring of the customer.
- Satisfactory quality of the banking transactions.
- Positive reference check.
- Sustainable and healthy business model in line with aforesaid.

### **Grievance handling**

Bank has a board approved grievance redressal policy that is applicable to all segments of customers. In terms of the said policy, customers can register their complaints either through Customer Care, Branch or through the Website. In addition, since MSME customers deal with a dedicated Relationship Manager, complaints can be directly raised with the RM. The Bank believes in providing transparent and efficient services to our customers at all times. However, if a customer is not satisfied with the timelines of response or the resolution provided through the channels listed above, the customer can escalate the grievance to the Principal Nodal Officer of the Bank.

On receipt of a complaint, Bank shall endeavour to respond to the complaint in a timely and a transparent manner. The policy on dealing with customer grievance shall be subject to extant RBI guidelines on the same.

### **Use of technology**

At IDFC Bank, there is a strong focus towards utilizing technology for various processes related to loan application, processing and disbursement. The objective is to build an operating model that can handle a large volume of transactions.



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We will shortly have in place a loan origination system across all business verticals for smoothly handling loan requests/ applications. Post sanction of credit limits, the entire documentation and disbursement also happens in a seamless manner. Going forward, IDFC Bank will continue to put in place technology enablers for various processes related to providing banking services to various segments of customers, including MSMEs.

### **Training**

The Bank places a lot of focus on ensuring that officers interacting with MSMEs are trained on the requirement of this segment / needs of the customers and IDFC's solutions that address this requirement. Officers who join the Bank undergo a structured training program on various topics. Officers who are responsible for growing the MSME asset book are given training that enables them to assess the eligibility within IDFC Bank's policy framework.