

## **NOTICE TO CUSTOMERS**

Policy for Restructuring of Assets  
(Special Relief for COVID-19 related Stress as permitted by RBI)

Dear Customers,

The Reserve Bank of India (“**RBI**”) has vide its notification DOR.STR.REC.12/21.04.048/2021-22 on Resolution Framework 2.0 – Resolution of Covid-19 related stress of Micro, Small and Medium Enterprises (MSMEs) and DOR.STR.REC.11/21.04.048/2021-22 1 dated May 5, 2021 on Resolution Framework – 2.0: Resolution of Covid-19 related stress of Individuals and Small Businesses (“**Restructuring Notifications**”) has permitted a window till September 2021 under the Prudential Framework to enable lenders to implement a resolution plan / restructuring package for eligible corporate, MSME and retail borrowers without any change in asset classification.

Lending institutions are required under the aforesaid notification to frame a Board approved policy for providing the above-mentioned relief to all eligible borrowers. Accordingly, Northern Arc Capital Limited (“**Northern Arc**”) has framed a policy to provide such reliefs to its customers impacted by COVID-19 at its sole discretion on a case-to-case basis. The said policy details the manner in which evaluation of such borrowers shall be carried out and the criteria that shall be applied while considering the resolution plan. This is expected to be a one-time relief measure provided to eligible borrowers.

Eligible Borrowers:

Individuals, small businesses, and small and medium enterprises which have availed any term loan or structured credit line from Northern Arc as of March 31, 2021 may contact their relationship manager at Northern Arc to make a request for grant of moratorium/deferment. Retail customers who have availed loans prior to March 31, 2021 from Northern Arc through other lending institutions or direct origination service providers (“**Servicer**”) may send an email to such Servicer with a copy marked to [DO.Operations@northernarc.com](mailto:DO.Operations@northernarc.com) requesting grant of moratorium. Such requests will be processed as per the internal criteria of Northern Arc framed separately for each loan product type and/or the loan origination arrangement with respective Servicer.

All restructuring packages / resolution plans approved under this policy shall also comply with all the requirements of the Restructuring Notifications. The Restructuring Notifications shall prevail in case of any inconsistencies between the Policy and the Restructuring Notifications.