

CANCELLATIONS & REFUND POLICY

DSP FINANCE PRIVATE LIMITED

Version	Description	Prepared by	Approved by
1.0	Policy Formation	Priya Ranjit	Board of Directors on September 28, 2024
1.1	Annual Review	Sahib Pahwa	Board of Directors on August 19, 2025
1.2	Amendment	Sahib Pahwa	Board of Directors on February 12, 2026

1. Objective

This policy outlines the framework for handling cancellations and refunds at DSP Finance Private Limited (“Company” or “DSP Finance”). The objective is to ensure transparency, fairness, and consistency in all customer interactions while aligning with applicable regulatory and contractual requirements.

2. Cancellation Policy

- Customers who wish to cancel the loan must notify DSP Finance in writing at support@dspfin.com within the cooling-off period as prescribed in the Key Fact Statement (“KFS”).
- Requests received after this period may not be eligible for cancellation.
- Applicable cancellation charges, if any, shall be as specified in the Key Fact Statement (“KFS”) and/or the executed Agreement. Where the customer elects to exit the loan during the cooling-off period, the Company shall be entitled to retain the processing fee charged to the customer. Any such retention of the processing fee shall be expressly and adequately disclosed in the KFS.
- In the event a customer requests cancellation of a loan within the prescribed timelines, the Company shall ensure that the loan and its subsequent closure are duly reported to the Credit Information Companies in strict compliance with applicable regulatory requirements.

3. Refund Policy

- As part of the Company's Fair Practices Code (“FPC”), if a customer has made a payment exceeding the dues payable, the excess amount will be:
 - First adjusted against outstanding dues towards interest, charges, and principal, in that order; and
 - Any balance amount will reduce the principal outstanding in accordance with the terms and conditions as specified in the loan agreement.
- If the customer seeks a direct refund of such excess payment, they must notify DSP Finance at support@dspfin.com within 3 days of making the payment.
- Refunds, once determined to be valid, will be processed within a maximum of 30 days from the date of notification.
- In case of co-lent loans, sourced by the Company, the Company shall refund the excess amount on behalf of the Co-lender.
- In cases of frivolous or invalid claims, the Company will provide a written clarification to the customer.

4. Revisions to the Policy

- Any amendments to this policy shall be undertaken after appropriate legal and compliance review.
- Customers will be notified of such changes via updates on the Company's website.
- If a customer does not agree with the revised policy, they may discontinue availing services by informing the Company in writing at support@dspfin.com.

5. Key Considerations

- DSP Finance reserves the right to decline or cancel any service request or transaction at its sole discretion, including cases where:
 - Information provided by the customer is incomplete, inaccurate, or unverifiable.
 - Verification reports from third-party agencies do not meet the Company's compliance standards.
- Applications may be declined at any stage if they fail to meet the Company's credit, legal, or compliance requirements.

6. Escalation Matrix

Level	Official to be Approached	Turnaround Time	Contact Details
Level 1	Customer Service Team	5 working days	customercare@dspfin.com
Level 2	Grievance Redressal Officer (GRO)	10 working days	grievance@dspfin.com
Level 3	Principal Nodal Officer (CGRO)	10 working days	nodalofficer@dspfin.com
Level 4	RBI Complaint Management System	After 30 days from grievance	https://cms.rbi.org.in

7. Review of Policy

This policy shall be reviewed on an annual basis by the Board of Directors and shall remain in force until such renewal or amendment takes place. Notwithstanding anything contained in this Policy, in case of any contradiction of the provision of this Policy with any existing legislations, rules, regulations, laws or modification thereof or enactment of a new applicable law, the provisions under such law, legislation, rules, regulation or enactment shall prevail over this Policy.