

## *Referral Partner Empanelment Note of Intec Capital Limited*

<i>Policy / Process Note Information</i>	
<i>Policy Name</i>	<i>Referral Partner Empanelment Note of Intec Capital Limited</i>
<i>Approved by Board of Directors, if any</i>	<i>Approved by Board of Directors on Friday, September 11, 2020</i>
<i>Effective Date</i>	<i>Friday, September 11, 2020</i>

## **Referral Partner Empanelment Note**

**Objective:** This document encompasses the process of empanelling Referral Partner/ Connectors/Select Authorised Machine Dealers/ Business Partners with Intec Capital Ltd to render their services to generate leads & canvass loan application under Various Loan schemes of Intec Capital Ltd on a commission basis.

**Rationale:** Business sourcing through referral partners is an Industry wide practice adopted by almost all leading NBFCs and Banks where association type ranges from a referral partner to the full time exclusive Business Associates arrangement owing to the advantages offered by such channel. Intec, initially, aims at limiting the association only to the Referral Partner level in order to quickly scale up the business, low gestation period in scaling business, no fixed cost (only incremental business cost), no infra cost, enjoy deep market penetration and local business knowledge. Intec aims at Referral Partner business for the aforementioned advantage while keeping the controls & check robustly within Intec.

**Eligibility :** Individual/ Institutional agency / Consultancy group, Firms of Chartered Accountants, Machine Dealers who are providing financial / investment / Machine consultancy services, business associates who are currently distributing Machine Loans / Home loans / Loan against property etc. for other banks and NBFC's are eligible as well. Relevant industry experience in marketing of financial products will be an added advantage. There will be a screening process as defined in the note for final selection and approval of any such referral partner.

**Review:** Referral program and the business sourced through this lead referral program is subject to review after 90 days/ 3 months of roll-out.

**Empanelment Controls :** While the Referral Partners play a vital role in the NBFC Model, there have to be adequate checks and controls to ensure that we weed out the non-serious and potentially fraudulent Referral partners. Referral Partner agreement will contain provisions to address monitoring and control of Customer Sourcing activities. The record of all Referral Partners will be maintained by the Operations Department. The record will be readily accessible for review by the Board and senior management comprising of HOD's of Intec.

- Only internally referred Referral Partner to be approached. It will not be open market search
- Ensuring Referral Partner identification & empanelment process is followed diligently aimed at verifying reference & RCU checks, business quantum & quality reputation while giving weights to educational & professional qualification and team & infra quality. Referral Partner Code to be generated and used for business tracking.

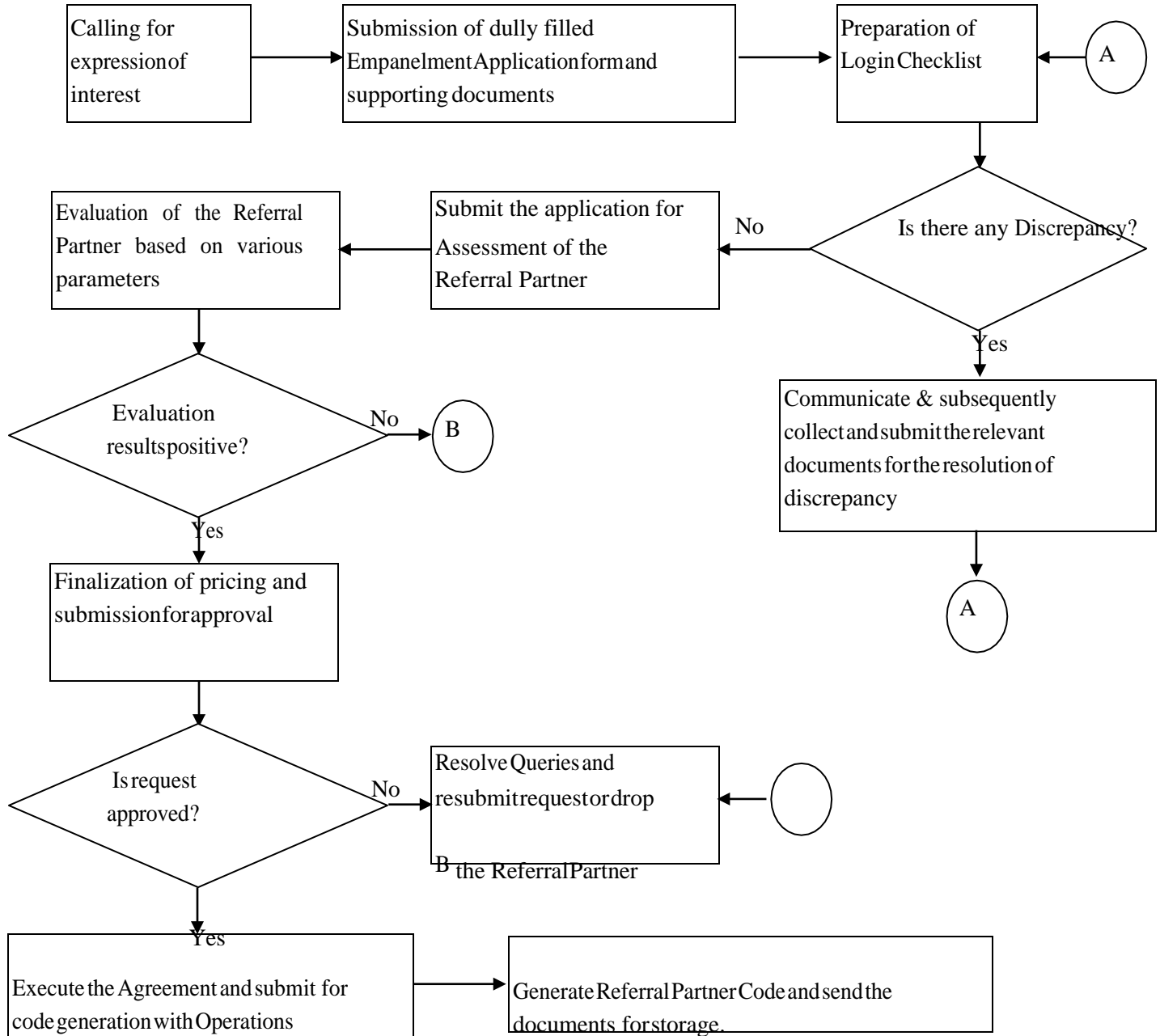
### **Business Allowance Matrix**

At all locations and all loan amounts as per Intec's norms, In case of Machine Loans only authorised dealers of select manufacturers basis recommendation of Senior sales personal and approval by MD.

In case a referral partner is being empanelled for more than 1 product then the empanelment needs to be approved by Managing Director.

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## Referral Partner Empanelment Flow



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Parameters	Criteria
<b>Constitution</b>	<ul style="list-style-type: none"> <li>• Individuals</li> <li>• Sole Proprietorship Concerns</li> <li>• Partnership Firms</li> <li>• Private Limited Companies</li> <li>• Public Limited Companies</li> </ul>
<b>Profile</b>	<ul style="list-style-type: none"> <li>• Should have good market reputation</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 3 years of relevant experience of direct selling or related nature of activity and should have good knowledge of the region/ industry</li> </ul>
<b>Basic Infrastructure</b> ( Referral – Premise visit report to be prepared – process and format attached)	<ul style="list-style-type: none"> <li>• Preferred to have some office setup. However it is allowed for People working out of their home and other related company office (Not Must)</li> </ul>
<b>CAs</b>	<p>In case of CAs majority of them do not accept the agreement arrangement and referral fees in their own name but in the name of their confidante preferably any family member. In such case a relationship proof is to be established and the same needs to be recommended by HOD Finance and Accounts in writing as per the <b>Confirmation format</b> below.</p>

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To,  
The Managing Director,  
Intec Capital Ltd

This is to certify that Mr./ Ms/ Mrs \_\_\_\_\_ (full name) is the  
\_\_\_\_\_ (specify the relation) of Mr./ Ms/ Mrs. \_\_\_\_\_ who is a Chartered  
Accountant by qualification.

The relationship proof to establish the relation as mentioned above has been collected

I recommend Mr./ Ms/ Mrs \_\_\_\_\_ (full name) for empanelment with Intec Capital Ltd as  
referral partner.

Name:  
Signature  
Date :  
Place :

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## Empanelment Activity Flow

Step	Activities	Responsible	TAT
Step 1	Selection of Referral partners from references and filling up of the application form.	Sales Personal	D1
Step 2	RCU and CIBIL to be initiated by Credit Manager along with copy of the application form	RCU team/CM	D2
Step 3	<ul style="list-style-type: none"> <li>Local credit team will generate CIBIL report and Minimum score for empanelment is 600</li> <li>❖ Deviation to the CIBIL norms can be approved by MD</li> </ul>	CM	D2
Step 4	<p>RCU report to be submitted within 3 working days of submission of request by CM. RCU scope defined here under</p> <ul style="list-style-type: none"> <li>Office Address Verification is to be done by RCU. In case of Res- cum-office same address to be verified. Basic check on contactability of the Referral Partner. Status can only be Positive / Negative / Refer to RCU Manager. RCU Manager or HOD F&amp;A can take a call on all 'Negative' and 'Refer to RCU Manager' cases</li> <li>Market Feedback of the Referral Partner to be taken to find any Legal/ Police / Financial Irregularity / Economic Offence / Fraud / Forgery case or instance pending against the Entity or the Individual as per profile check during address verification</li> <li>Validity and authenticity of the Individual ID, Address and that of Entity (where ever applicable) to be done. Basic check on authenticity of the documents to be done. Status can only be Positive / Negative / Refer to RCU Manager. RCU Manager or HOD F&amp;A can take a call on all 'Negative' and 'Refer to RCU Manager' cases</li> </ul>	RCU Manager/ HOD F&A	D5
Step 5	Scan of RCU Report and CIBIL Report to be shared with Sales Personal for their evaluation / recommendation. Accepted or rejected report can be submitted in next three working days.	CM/Sales Personal	D6/ D3
Step 6	<p>Post approval on mail the Referral empanelment agreements needs to be signed as per format attached</p> <p>The Referral agreement needs to be signed on stamp paper as per State Stamp Act for each state.</p>	Sales Personal	D8

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Step	Activities	Responsible	TAT
	<ul style="list-style-type: none"> <li>Referral Partner to sign on all pages in the presence of sales Personal.</li> <li>Stamp of the entity, if applicable, to be applied wherever the signatures are done.</li> <li>All directors / partners to sign off on the Referral agreement or the KP authorized through a board resolution or letter of authority must sign on all pages</li> <li>The Board Resolution or the Partnership Authority letter to be printed on the referral's letter head nominating the KP authorized on behalf of the referral.</li> </ul>		
Step 7	Referral file to be sent across to the Ops department with completion of the file as per checklist and sign-off the same (for complete files).	Sales personal	D9
Step 8	<p>OPS will check the completion of the file in terms of :</p> <ul style="list-style-type: none"> <li>PAN number being available or an applied for proof being available</li> <li>All above steps of document completion and Credit + RCU checks are completed</li> <li>Ops sign-off basis the Documentation, RCU Report, CIBIL Feedback and necessary approvals. The agreement to be signed by Head-Ops or Ops Manager. The powers of the signing the agreement is to be provided to Ops-Head and Manager – Ops as a one time exercise</li> <li>Ops team to send required detail to IT team as per Code Creation format for CODE Creation.</li> </ul>	OPS	D10
Step 9	IT will create the Referral code in the system and intimate the same to Accounts, Ops and Sales team	IT	D11
<b><i>Any waiver on any documentation is required to be taken from MD with satisfactory justification</i></b>			

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## Payout Structure

### Referral Partner Pay out Structure (Referral Partners are required to raise and invoice to Intec towards services rendered)

**For all loan amounts, as per product norms:-** Retention of 1% of Loan Amount (LA) from whatever the PF % of LA is collected. Rest is pay out, Retention of < 1% of Loan Amount (LA) from whatever the PF % of LA is collected with MD approval. Rest is pay out.

5% of Insurance Premium collected to be paid as additional pay out on cases where insurance is done.

## Pay out Process

Sr. No.	Activity	Responsible Team	TAT
1	Referral business pay out calculation done according to the business month based on pay out matrix by ops	Operation	15th day from month end
2	Sent the calculation sheet to concern sales personal for his Confirmation	Operation	15 <sup>th</sup> day
3	Locations to revert for any observation / disconnect within the stipulated time period Any observation / disconnect informed to ops team and further to ops for changes in pay out	Sales / Ops	20 <sup>th</sup> Day
4	Once Pay out calculation is confirmed & checked by Operation team, final calculation will be sent to Sales. <b>Invoice as per final calculation will be obtained from Referral Partner by Sales and submitted to Operation team</b>	Sales / Operation	25 <sup>th</sup> Day
5	Based on final validation, ops to send final pay out file to finance for release of pay out through cheque Finance to send cheque details along with service tax or TDS calculation to respective Sales for dispatch to locations. Sales to hand over the cheques to Referrals and take acknowledge	Ops / Finance	30 <sup>th</sup> Day
6	Incipient sickness to be checked before making payment of Business Month 1 in the Business month 3.	Ops	NA
7	Finance to dispatch TDS certificates directly to the Referral partners.	Ops / Finance	15 <sup>th</sup> May of every year.



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## **Notes:**

- Payment on hold If any OTC Case is pending for release of payment to customer.
- Payment on hold If all PDDs not received of the business month cases.
- Payment on hold If 3 EMIs of the business month cases not received on time
- All pay outs are inclusive of GST.
- For any deviations on the above MD approval shall be required.
- No pay out on
  - i. Existing Cases of Intec unless otherwise approved by MD
  - ii. Re-structured loan
  - iii. Top up cases or cases under negative exposure
- For any new Referral Partner, for initial 3 months the pay out shall be released only on MD Approval

## **Attachments:**

1. Referral Partner Application Form
2. Empanelment Checklist
3. Code Creation Form
4. Referral Agreement