



## Bussan Auto Finance India Pvt. Ltd.

(Registered & Head Office)

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### FREQUENTLY ASKED QUESTIONS (FAQs) COVID 19 Ex Gratia to borrowers for difference in the Interest as announced by the Central Government

**1. What is the *ex gratia* payment made by BAF India to the borrowers under the scheme announced by the Central Government?**

As per the Directions of the Central Government (Ministry of Finance) dated 23.10.2020, BAF India shall credit the eligible borrower's loan account with the *ex gratia* payment of the difference between compound interest and simple interest outstanding for the period from 1<sup>st</sup> March 2020 to 31<sup>st</sup> August 2020 (6 months) or till the date of closure of loan account, whichever is earlier.

**2. Do I have to apply for the relief?**

No. The *ex gratia* relief will be credited to the account of all eligible borrowers without any requirement to apply.

**3. What is the eligibility criteria basis which ex-gratia payment will be granted?**

Basis the Central Government guidelines the borrowers' account should be Standard (*less than or equal to 90 DPD*) and not be a Non-Performing Asset (NPA) in the books of the Company as on 29.02.2020.

**4. Whether borrowers who have opted for Moratorium Benefit granted by the Company under the COVID 19 Relief Package earlier are eligible to avail the benefit under the above relief?**

Yes. The package will be available for all the eligible borrowers irrespective of whether they have availed or partially availed or not availed the Moratorium benefit on repayment extended by the Company as per the RBI guidelines.

**5. Can a borrower who has closed its loan account between 1<sup>st</sup> March 2020 and 31<sup>st</sup> August 2020 avail the benefit of this scheme?**

Yes. Such borrowers are eligible for refund of proportionate differential interest from 1<sup>st</sup> March 2020 upto the date of closure of account (not later than 31<sup>st</sup> August 2020).

**6. By when shall I get the amount credited to my Loan/savings account?**

The differential interest under this scheme shall be credited to the loan accounts of the eligible borrowers on or before November 5, 2020.

**7. Where will the differential amount of interest credited?**

The differential amount will be credited to the respective loan accounts of the borrowers.

**8. If I have already closed my loan account, how will the differential amount be paid to me?**

It will be credited to the borrower's savings account from where the EMI was getting deducted. Or else

you can send the company a written application with the details of the Savings Account to which the Company should credit the differential amount of interest under this scheme.

**9. Which Rate of Interest (%) shall be considered for calculating the package, i.e. RoI (%) considered at the time of sanction or RoI (%) as on 29.02.2020?**

The rate of interest to be applied for calculating the differential interest component shall be the contracted rate (which is Annualized / Effective Rate of Interest as mentioned in your Repayment Schedule) as specified in loan agreements / documentation applicable as on 29<sup>th</sup> February 2020 .

**10. What will be the treatment for the repayments / credits made in term loan/ demand loan during the period from 1<sup>st</sup> March 2020 to 31<sup>st</sup> August 2020?**

The outstanding as on 29.02.2020 will be the reference amount for calculating the differential. Any repayment / credits subsequent from 01.03.2020 – 31.08.2020 shall be ignored for the purpose of calculation.

**11. How can I flag my grievances related to the relief package?**

The borrower can submit his/her grievance on the [Customer Helpdesk](#) or visit in person to the nearest RO.

**12. Whether Personal Loans eligible under this Scheme?**

Yes. The Personal Loans are eligible for the ex-gratia payment under the scheme.

**13. How much would be the ex-gratia amount ( Difference between the Compound & the Simple Interest ) ?**

Please refer the below Illustrations to know or get idea of the tentative ex-gratia amount ( Difference between the Compound & the Simple Interest ) of yours. We have calculated it basis different Outstanding amount and the different Effective Rate of Interest.

Illustrations of Ex-gratia amount ( Difference of Compound Interest and Simple Interest ) For 4 Months ( 1st Mar'2020 to 30th Jun'2020 ) if loan closed on 30th Jun'2020.						
Amount Outstanding as on 29.02.2020.	Effective Rate of Interest					
	12%	16%	20%	24%	28%	30%
20000	12.15	21.64	33.89	48.91	66.72	76.67
40000	24.29	43.28	67.78	97.81	133.43	153.35
60000	36.44	64.92	101.66	146.72	200.15	230.02
80000	48.58	86.56	135.55	195.63	266.87	306.69
100000	60.73	108.2	169.44	244.54	333.58	383.36
120000	72.87	129.84	203.33	293.44	400.3	460.04
140000	85.02	151.48	237.22	342.35	467.01	536.71
160000	97.16	173.12	271.1	391.26	533.73	613.38

**Illustrations of Ex-gratia amount ( Difference of Compound Interest and Simple Interest ) For 6 Months ( 1st Mar'2020 to 31<sup>st</sup> Aug'2020 ).**

Amount Outstanding as on 29.02.2020.	Effective Rate of Interest					
	12%	16%	20%	24%	28%	30%
20000	<b>30.91</b>	<b>55.19</b>	<b>86.63</b>	<b>125.3</b>	<b>171.32</b>	<b>197.11</b>
40000	<b>61.81</b>	<b>110.39</b>	<b>173.25</b>	<b>250.61</b>	<b>342.64</b>	<b>394.23</b>
60000	<b>92.72</b>	<b>165.58</b>	<b>259.88</b>	<b>375.91</b>	<b>513.96</b>	<b>591.34</b>
80000	<b>123.63</b>	<b>220.77</b>	<b>346.51</b>	<b>501.22</b>	<b>685.29</b>	<b>788.45</b>
100000	<b>154.53</b>	<b>275.96</b>	<b>433.13</b>	<b>626.52</b>	<b>856.61</b>	<b>985.56</b>
120000	<b>185.44</b>	<b>331.16</b>	<b>519.76</b>	<b>751.82</b>	<b>1027.93</b>	<b>1182.68</b>
140000	<b>216.35</b>	<b>386.35</b>	<b>606.39</b>	<b>877.13</b>	<b>1199.25</b>	<b>1379.79</b>
160000	<b>247.25</b>	<b>441.54</b>	<b>693.01</b>	<b>1002.43</b>	<b>1370.57</b>	<b>1576.9</b>