

MUTHOOT HOUSING FINANCE COMPANY LTD

COLLECTION CODE OF CONDUCT

DO'S	DON'TS
Do dress in formal clothes and carry the company identity card during work hours positively.	DO NOT get personal, tough or aggressive or Abusive.
Do be punctual and available at meetings and in the Branch Office	DO NOT use coercion of any sort to make recovery of payments.
Visit and analyse the customer situation	DO NOT humiliate borrowers in public places by discussing their loan over dues with third parties/neighbours.
Do talk in a pleasant, polite and non- aggressive manner always. Answers should be factual and to the point Collection interactions should be based on fair conduct and persuasion.	DO NOT threaten that assets will be seized
Present all the information required by the customer in an appropriate manner	DO NOT pressurize the members & make unrealistic demands
Do answer borrower's query to the satisfaction of the borrower	DO NOT claim that the personal documents collected earlier will form part of collateral
Keep records of interactions with the customer.	DO NOT force the customers to make payments by not giving them an alternative option
Do provide a valid receipt for each loan instalment payment received (partial or full). Educate customers to keep all the receipts for all future references.	DO NOT humiliate the customer, lose temper, get angry or irritated irrespective of the situation. Tone should not be harsh or loud. Do not have unending center meetings till payments are made.
	DO NOT seize customer assets or any personal Documents e.g. Voter ID, ration card etc.
Visit the Customer on Promise to Pay dates given by them on working days only.	DO NOT give false promises to customers like promising higher loans in case of part payments, providing jobs to family members etc.
Maintain a reasonable distance from the customer.	DO NOT share customer's information with other member about the borrowers/customers.
Contact customer at appropriate hrs. Timings: Earliest 8:00 AM & 7:00 PM	DO NOT call borrowers at inappropriate times such as bereavements, illness, social occasions such as marriages, births etc.
Do keep borrower information confidential and use it only for permissible purposes defined by MHFCL.	DO NOT visit or call borrowers beyond the prescribed hours.
	DO NOT discriminate based on caste, creed and Religion
	DO NOT go for collections in a group of more than 2 staff members at a time.
	DO NOT visit the customers on weekly or public Holidays.