

SWADHAAR FINSERVE PVT. LTD, CODE INCLUDES COLLECTIONS PROCEDURES

Swadhaar (India) uses a “Code of Conduct for Collections” that provides collections staff with specific guidelines and procedures for treating clients with dignity during the loan collection process. The Code details the hours that are appropriate for contacting clients e.g., between 7:00 am and 7:00 pm; how employees should communicate: “All written and verbal communication with its borrowers will be in simple local language”; how client privacy is to be respected and how clients are to be treated: “Swadhaar will not resort to intimidation or harassment of any kind, either verbal or physical, against any person in their debt collection efforts, including acts intended to humiliate publicly or intrude the privacy of the client’s family members and friends, making threatening and anonymous calls or making false and misleading representations.”