REFUND POLICY

GOVE FINANCE LIMITED

Version control:

Version	Board Approval Date	Change Reference/Remarks	Custodian	Approving Authority
1	20.07.2026	Applicability of Refund Policy	Compliance	Board of Directors

1. Introduction

Gove Finance Limited ("GOVE"), a Non-Banking Financial Company (NBFC) registered with the Reserve Bank of India, is committed to maintaining fair, transparent, and customer-centric practices in all its dealings.

This Refund Policy outlines the circumstances under which refunds may be processed and the timelines applicable thereto in relation to loans, fees, charges, electronic mandates (E-NACH), and other payments received by the Company.

2. APPLICABILITY

This Policy applies to all customers, borrowers, co-borrowers, guarantors, and users of the Company's website, and loan products.

3. NON-REFUNDABLE CHARGES

The following charges, once collected and services rendered, shall generally be non-refundable:

- Administration charges;
- Documentation charges;
- Bank charges;
- Overdue charges;
- Taxes including GST and statutory levies already deposited with government authorities;
- E-NACH registration charges or mandate setup charges already incurred by the Company or its service providers.

4.REFUND OF PROCESSING FEES

4.1 Loan Not Sanctioned

Where a loan application is rejected by the Company before sanction, processing fees may be refunded only if expressly provided under the applicable product terms or promotional scheme.

4.2 Loan Sanctioned but Not Availed

Where a loan is sanctioned but the customer chooses not to proceed after execution of sanction terms, processing fees shall ordinarily not be refundable.

4.3 Erroneous Collection

If any processing fee is collected in error, the Company shall refund the excess amount after verification.

5. REFUND OF EXCESS OR DUPLICATE PAYMENTS

The Company shall process refunds in the following situations:

- Duplicate EMI payments;
- Multiple debit transactions for the same installment;
- Excess recovery due to system or banking errors;
- Recovery after loan closure;
- Any other excess payment established through reconciliation.

The customer may be required to provide proof of payment and bank account details for verification.

6. E-NACH / AUTO-DEBIT RELATED REFUNDS

Refunds may be processed in the following circumstances:

- Duplicate debit through E-NACH mandate;
- Incorrect debit amount due to operational error;
- Debit after closure of loan account;
- Debit after cancellation of mandate where the cancellation has been duly acknowledged by the Company.

No refund shall be payable where the debit has been validly presented under the terms of the loan agreement and mandate authorization.

7. LOAN CANCELLATION AFTER DISBURSEMENT

Where permitted under applicable law, product terms, or internal policy, a borrower may request cancellation of a loan after disbursement. In such cases:

- Principal amount disbursed must be repaid in full;
- Applicable interest accrued till repayment date shall be payable;
- Statutory charges, taxes, and third-party expenses shall not be refundable;
- Refund, if any, shall be determined after adjustment of all dues.

8. REFUND PROCESS

Customers may submit refund requests through: **Email:** care@govefinance.in **Customer Care:** +91 9003033533 **Head Office:** India Garage Building, 3rd Floor, New No.239 (Old No.184) Anna Salai, Chennai 600 006

The request should include:

- Customer name;
- Loan account number;
- Registered mobile number;
- Transaction reference number;
- Reason for refund request;
- Supporting documents, wherever applicable.

9. REFUND TIMELINES

Upon successful verification:
Any excess amount collected from a borrower due to technical, operational, banking, E-NACH, UPI AutoPay, or system-related errors shall be refunded after verification within 7 working days.

- Refunds relating to duplicate or excess payments shall ordinarily be processed within **7 to 10 working days.**
- Refunds involving banking reconciliation, E-NACH settlement disputes, or third-party investigations may take up to **30 working days.**
- Refunds shall be credited only to the originating bank account or such account as permitted by applicable regulations and internal verification procedures.

10. MODE OF REFUND

Refunds shall generally be processed through:

- Bank transfer (NEFT/RTGS/IMPS);
- Reversal to source account where feasible;
- Any other RBI-permitted electronic mode.

Cash refunds shall not be entertained.

11. FRAUD PREVENTION

The Company reserves the right to:

- Seek additional documentation;
- Verify account ownership;
- Reject refund claims if found to be fraudulent, misleading, or unsupported.

12. GRIEVANCE REDRESSAL

Any complaint relating to refunds may be addressed to: **Grievance Redressal Officer** Gove Finance Limited **Email (Level 1):** operations1.chn@govefinance.in **Phone:** +91 98844 71492 **Email (Level 2):** jayaselvi@govefinance.in If the complaint remains unresolved, customers may escalate the matter in accordance with the Company's Grievance Redressal Policy and applicable RBI guidelines.

13. POLICY REVIEW

The Company reserves the right to amend, modify, or update this Policy at any time in accordance with applicable laws, regulatory requirements, business practices, and directions issued by the Reserve Bank of India.

For Gove Finance Limited

-SD-

Arun Vellore Surendra
Managing Director
DIN:.01617103