

MRHFL will inform its customers of the collection centers and tie ups which MRHFL has for collections of its payments through its offices. Customers are required to make arrangement for the payments without any reminder and as per the collection arrangements made by MRHFL.

MRHFL shall be sending reminder letters to customers, making tele- calls and make personal visits at the residence/any other place of communication.

MRHFL shall not resort to any unfair means for recovery of its dues.

Only an authorized person of MRHFL shall make any visit for recovery and shall present his/her identity when asked. The visit shall ordinarily be made to the place of residence or employment or to any specific place where the customer could be located.

The visit shall be made during daytime as far as possible and the customer's privacy would be respected at all times.

Attitude during the recovery visit would be of resolving the dispute, if any and decency and reasonable decorum would be maintained at all times provided the same is being reciprocated by the customer

All recovery visit details would be documented for future reference